

Vol. 38
Iss. 16
APR 19

2004

Introducing the new Microsoft Office System.

Now users can do more for themselves so you can focus on the important things. More than just the core suite you're familiar with, the new Microsoft® Office System is an integrated system of easy-to-use, expanded programs, servers, services, and solutions that help end users be more self-sufficient. With Microsoft Office Professional Edition 2003, Microsoft Windows® SharePoint™ Services, and Microsoft Office SharePoint Portal Server 2003, end users will have the ability to create and manage their own team work spaces. So not only will they be able to collaborate and share information easily and more securely, but you'll be free to do what you really need to do. To find out how the Microsoft Office System can work for you, go to microsoft.com/officeIT

**Microsoft
Office System** More than what it used to be. It's now a
comprehensive customizable system.

Programs	Servers	Services
Access 2003	PowerPoint® 2003	Project Server 2003
Excel 2003	Project 2003	Live Communications
FrontPage® 2003	Publisher 2003	Windows® 2003
InfoPath® 2003	Visio® 2003	Exchange
OneNote™ 2003	Word 2003	Server 2003
Outlook® 2003		Windows® SharePoint™ Portal Server 2003

Involving Technologies:
Windows Server™ 2003, Microsoft® SharePoint Services,
Rights Management Services


Microsoft®
Office



Great Moments at Work.





Microsoft

Your potential. Our passion.

Faster than the fastest gun
in the West who's holding
fast to fasting while he fast-
forwards fast and furiously.

That fast.



BrightStor ARCserve Backup Release 11

When it comes to data backup and recovery, you want a reliable, high-performance solution you can count on. That's why we've created BrightStor ARCserve Backup Release 11, featuring the very latest in storage innovations. BrightStor ARCserve Backup is faster and easier than ever, enhancing both efficiency and productivity. And with CA's superior technology, you can be confident your files are properly backed up and will easily be restored should a disaster occur. For more information, go to ca.com/storage/arcserve.

FREE
TRIAL

Free trial of BrightStor
ARCserve Backup Release 11
Visit ca.com/storage/arcserve
or call 1-866-558-2798



Computer Associates®

CONTENTS



IT Drives the UPS Machine

In the Management section: The UPS Worldport hub in Louisville, Ky., uses \$100 million of homegrown software to manage automatic sorting of almost a million packages a day. The system also helps reduce manual labor and increases employee retention. [Page 27](#)



04.19.04

Seeing Voices

In the Technology section: Voice-over-IP monitoring tools are getting better at maintaining harmony across even large-scale converged networks. [Page 21](#)

NEWS

- 4 The 9/11 commission suggests General Electric as a structural model for the intelligence community.
- 5 CEO Sanjay Kumar comes under scrutiny for his possible role in Computer Associates' accounting scandal.
- 5 Oracle's JDeveloper 10g tool aims to make development easier for programmers who aren't familiar with Java.
- 8 Microsoft considers "marginall" changes to Longhorn.
- 10 MySQL plans to add clustering support to its open-source database.
- 10 The Seattle Mariners shut out spam with e-mail-blocking technologies.
- 12 McDonald's adds Wi-Fi to its menus, with provider Wayport supporting business applications as part of the deal.
- 12 Q&A: David Yen explains Sun's decision to stop developing two processors.

ONLINE

ONLINE DEPARTMENTS

Breaking News

QuickLink 1510

Newsletter Subscriptions

QuickLink 1436

Knowledge Centers

QuickLink 2570

ComputerWorld Store

QuickLink a2420

What's a

QuickLink?

On some

pages in this issue,

you'll see a Quick-

Link icon. Click on

it to go to our

Web site. Just re-

call QuickLink to

get the latest

news you'll see at

the top of each

page on our site.

OPINIONS

- 6 On the Mark: Mark Hall says a tool that CIOs use to monitor operations could be used by CFOs to watch them.
- 18 Marylyn Johnson writes that preparing for postdisaster recovery operations isn't too hard, and it doesn't cost a lot. So why aren't you doing it?
- 18 Pimm Fox says companies that aren't in the IT business should pull the plug on their IT departments. That's what H&R Block did.
- 19 Thornton A. May has found that your direct reports consist of fully qualified leaders and various less-qualified types. You need to identify the ones to invest in.
- 26 Robert L. Mitchell says online reservations systems show the complexity of delivering end-to-end, real-time data access.
- 30 Barbara Gomoski advises IT to revamp its processes to improve efficiency and customer service.

52 Frankly Speaking: Frank Hayes

says Ronald McDonald can teach you a few lessons about how to creatively apply Wi-Fi to your business.

DEPARTMENTS/RESOURCES

At Deadline Briefs	6
News Briefs	6
Letters	19
IT Careers	44
Company Index	50
How to Contact CW	50
Shark Tank	52

KNOWLEDGE CENTER DISASTER RECOVERY

Preparing for the Worst

The risks are piling up. This special report provides peer-reviewed tips for keeping your business running during the most common disasters and avoiding classic mistakes when making disaster recov-

ery plans. And don't forget to check up on your suppliers!

PACKAGE BEGINS ON PAGE 58.

34 Rising From Disaster. Users such as Joe Torres, disaster recovery coordinator for Miami-Dade County (left), offer tips to keep systems running during a variety of disasters.

36 Classic Mistakes. Because disaster planning takes a back seat to other IT projects in almost all companies, mistakes are bound to happen.



WWW.COMPUTERWORLD.COM

Book Excerpt:

Companies tend to overlook a key task when developing business continuity plans, says author Jim William Tidwell. [QuickLink 4034](#)

Business Continuity Checklist:

Two Avant-

age consultants offer steps you can take to create — and maintain — successful disaster recovery plans. [QuickLink 4034](#)

Wet Weather.

An IT manager recalls how his company recovered after flooding.

Here are five common slip-ups in disaster recovery.

38 In Sync With Suppliers.

A disaster for your trading partners could mean a disaster for you. Here's how to determine whether your supply chain partners are prepared.



39 A Dose of Reality.

Experts offer tips for conducting disaster recovery tests. For example, hold "real-world" tests of your organization's most critical systems at least once a year.

40 The Almanac: Y2k was a mixed bag for the disaster recovery field. It raised awareness, but successful Y2k remediation efforts led to credibility problems and complacency. Also: Y2K data tapes can withstand coffee spills.

41 Opinion: Dear Old Mom said to expect the worst. That's good advice for managing disaster recovery efforts with your out-sourcers, says columnist Mark Hall. Plus, results from Computerworld's survey of IT professionals on disaster recovery issues.

take on storage, power or phone lines.

[QuickLink 4034](#)

Survivor's Guide.

Deb's Preston Anthony offers suggestions for recovering data in the event of a disaster. [QuickLink 4034](#)

9/11 Commission Eyes GE as Intelligence Community Model

Structural overhaul of agencies focuses on centralized control, IT-enabled workforce

BY DAN VERTON
WASHINGTON

LAST WEEK, a member of the independent commission investigating the Sept. 11, 2001, terrorist attacks told CIA Director George Tenet on notice that massive structural change is the way for the U.S. intelligence community and that when it's finished, the CIA hierarchy may look more like General Electric Co.'s than a typical spy agency's.

Former Navy Secretary John F. Lehman told Tenet during an April 14 hearing that the U.S. intelligence community faces "an IT problem" stemming from a "deep, embedded, functional [lack] throughout the community of common protocols for information."

One of the steps the commission may take to fix that problem, said Lehman, is to force the CIA and other agencies to adopt the GE corporate model, which is based on a small, centralized senior management team that's surrounded by IT-enabled functional departments. "That is the model that is beginning to take shape in our mind," he said.

Although the comparison between one of the world's largest multinational companies and the U.S. intelligence community — a hodgepodge of dozens of federal agencies that operate more or less independently — may seem strange to some, Tenet welcomed the idea.

"It's a good model," said



CM Director George Tenet supports a GE-style reporting model.

Tenet, adding that having smaller staffs gives executives more power over execution. "Having real metrics and power to move people and data as you need to to achieve better execution is a smart way to think about this discipline for the future."

Hank Zipnick, CEO of GE subsidiary GE Capital Real Estate in Stamford, Conn., said the success of the company's culture stems from the fact that technologists are employed as strategic business drivers.

"As a CEO at GE, I'm here to be a business manager, to help our business grow and profit, not only to manage technology," Zipnick said. He also noted that all IT projects are subject to Six Sigma quality standards and continuous reviews by senior business managers to ensure that IT is still relevant to the changing needs of the business.

A Strategic Role for IT

Rob Enderle, principal analyst at The Enderle Group in San Jose, said studies of GE's IT management have shown that

the IT group plays a strategic role in the company, with the CIO reporting directly to the CEO.

"They created effective synergies that reduced overall cost and allowed one group to benefit from the work of other groups," said Enderle. However, he added that while GE's strategic use of IT was the result of a "huge focus on quality and integration," the company's business model wasn't compared with those of companies in other industries. Therefore, the 9/11 commission may want to look at additional companies and industries that have undertaken major reorganizations to fix similar problems he said.

For example, "they might want to look at pharmaceutical companies, which have a reputation for being better at intelligence gathering and competitive intelligence," Enderle said. Likewise, General Motor Corp.'s massive intelligence problem in the 1970s might offer a useful example, he said.

Tenet told the commission that U.S. intelligence needs new recruits who have what former GE CEO Jack Welch credited his successor, Jeffrey Immelt, with having: a cutting-edge technological background and a keen strategic intellect. It needs people with "revolutionary ideas about technology" and how it works, said Tenet.

"The people you're recruiting aren't 30-year veterans anymore," he said. "You're attracting a whole new labor force that doesn't remember the Cold War, and they expect a structure that's going to be more agile and mobile and more technologically proficient." □ 46250

FBI, DHS Playing IT Catch-up

WASHINGTON

Despite the monumental efforts that have been made since the Sept. 11, 2001, terrorist attacks to improve data sharing throughout the U.S. intelligence community, major problems still exist at the FBI and the Department of Homeland Security (DHS), according to the commission investigating the attacks.

After two days of testimony that ended April 14, the National Commission on Terrorist Attacks Upon the United States issued two scathing reports that condemned the information-sharing capabilities of key agencies in the fight against terrorism.

"It is clear that gaps in intelligence sharing still exist," the commission stated in a staff report titled "Reforming Law Enforcement, Counterterrorism, and Intelligence Collection in the United States." The report outlines a multitude of shortcomings that still existed as recently as last fall.

For example, FBI agents complained of a lack of computers with access to Intelink, the intelligence community's centralized, top-secret network. And the agent in charge of the Washington field office, the second-largest FBI office in the nation, said a lack of basic connectivity prevented him from sending e-mails across town to the Department of Justice.

"We are holding ourselves to a standard that there is near instantaneous integration among all of the agencies," the report quoted



FBI Director Robert Mueller

Michael Roitman, the FBI's acting assistant director for intelligence, as stating.

When asked by commission member Timothy Roemer if he's able to send a classified e-mail with an attachment to his counterparts at the FBI, Patrick Hughes, assistant secretary for information analysis at the DHS, said he can do so, but with difficulty.

The problem stems from "the technical interface between the Department of Homeland Security and the FBI," said Hughes. "But we have FBI liaison officers present in the DHS, and we would pass it to them and they would forward it... or we would use secure fax."

In an unscripted public appearance, James Pavitt, the official in charge of the CIA's clandestine service, told the agency is able to directly share electronic data "without any question" with the FBI and the Terrorist Threat Integration Center, the central clearinghouse for all terrorism intelligence analysis. However, when it comes to sharing with the DHS, "it does not have the same level of confidence at this time," he said.

TTC Director John Brennen said he has direct electronic connectivity to the agencies he works with. But, he said, analysts at the TTC are still forced to conduct multiple searches for information that's stored in disparate databases across agencies, he said.

FBI Director Robert Mueller called the commission's report "a snapshot in time" and said improvements have been made since then and continue to be made.

"Transitions take time," said Mueller. "If you look at the 1980s and the 1990s... they will tell you there are a number of components to transforming an organization. We are still working on the information technology in our communications, but we're on the road to solving those problems."

—Dan Verton

CA Accounting Scandal Raises Questions About CEO's Fate

Indictments of former finance executives prompt suspicions of Kumar's complicity

BY STACY COWLEY

Following a wave of indictments this month that netted guilty pleas to securities fraud and other charges from several former finance executives at Computer Associates International Inc., speculation is turning to the fate of the company's CEO.

CA has already admitted to improper accounting practices in its 2000 fiscal year that were under investigation by the Securities and Exchange Commission and U.S. Department of Justice [QuickLink 44563]. The company has

since revamped its accounting methods, replaced most of its board and pushed out a number of executives tainted by fraud. But one executive from that era, Sanjay Kumar, now serves as the company's CEO. And questions linger about the then-president and chief operating officer's involvement in CA's accounting manipulations.

Potential Targets

The DOJ's complaint against Ira Zar, CA's chief financial officer until last October, charges that he regularly met with two other unnamed "high-level" executives who allegedly knew and approved of the financial sleight of hand. Zar at the time reported directly to Kumar, who in turn answered to then-Chairman and CEO Charles Wang, a company co-founder who has since retired.

The DOJ is continuing its investigation in conjunction with the SEC, and speculation in the IT and financial sectors persists that Wang and Kumar may be targets of future actions.

Some financial analysts are already calling for Kumar's resignation, arguing that as the company's operational

coast face civil and criminal proceedings [QuickLink 44480], but it declined further comment.

Complicating the issue of Kumar's future is the general consensus among IT industry observers that he has done a good job as CA's leader. When Kumar succeeded in August 2000, he inherited a company that investors didn't trust and that customers castigated for hardware sales tactics. In response, Kumar overhauled CA's accounting and corporate governance, reformed its sales and customer service organizations and

made customer satisfaction a top priority.

The changes have worked, according to Jeffrey St. Germain, a project manager for the Massachusetts Department of Education's Virtual Education Space project, which runs on CA's portal software. "At least on our side, things have gotten better," he said. "Perhaps because of what's been going on, they've been more attentive to us."

Javed Matin, CEO of Myriad Solutions Inc. in Silver Spring, Md., said his consultancy, which is based around CA products, hasn't lost any deals because of the accounting scandal. "I don't think it's affected us or our clients in any way, shape or form," he said. "It's been going on for so long, and Computer Associ-

ates isn't the only company that's had this sort of problem."

If Kumar is indicted, some disruption is possible. "That would get a lot of visibility. People would take notice," Matin said. "We'll have to wait and see. I'm hoping it would n't have any adverse effects on our business or CA's business."

Michael Dorech, an analyst at the Robert Francis Group Inc. in Weston, Conn., said CA will weather any shake-up. "I'm not worried about them, and none of our customers seem to be very worried, either," he said. "What most IT executives care about are the next deliverables. If something were to happen to impede Sanjay's ability to lead, they'd find the engine would keep going. CA is bigger than any one individual in the management team." • 46246

Cowley writes for the IDG News Service.



Some financial analysts have called Sanjay Kumar to resign.

New Oracle Tool Aims to Ease Java Development

JDeveloper 10g adds visual capabilities

BY CAROL SLIFKA

The developers who write order management applications for Associated Wholesalers Inc. decided last September to test a beta version of Oracle Corp.'s JDeveloper 10g.

By November, they were engrossed in heavy-duty development of service-oriented applications to replace the mainframe-based systems they had been using for over 20 years, according to Les Morton, product manager of the order management applications.

"Bear in mind, none of us had any Java programming experience," Morton said. "We also had no idea what J2EE is."

That's exactly the sort of reaction that Java tools vendors such as Oracle have been hoping to get from developers new to Java. They have been working to make their tools easier to use in hopes that

non-Java programmers will be attracted to their development environments over Microsoft Corp.'s rival .Net approach.

Productivity and ease of use are typically associated with Microsoft's tools, while Java and especially J2EE development are often viewed as more complex.

But Oracle's JDeveloper 10g, released last week, is one of a collection of new tools that vendors hope will start to reverse that image. Rob Cheng, product marketing director of Oracle's application server and tools, cited the drag-and-drop capabilities in JDeveloper 10g's visual Struts page-flow modeler and a visual Web-page editor as important steps in the right direction.

Cheng also noted that JDeveloper 10g's support for the Unified Modeling Language is intended to help developers think through complex designs before they start producing code.

The new tool's Application

Development Framework takes the models from the tool and "implements all the hard stuff underneath that the non-Java experts wouldn't want to code themselves," Cheng added. He said ADF has pre-built runtime libraries that will reduce the amount of code that developers need to write.

ADF will run on any J2EE application server and has been certified to run on BEA Systems Inc.'s WebLogic and the open-source JBoss, according to Cheng.

"No other tools vendor with a productivity framework can claim that their framework will run on any J2EE application server," Cheng said. "They're all tied to their application servers."

"The real selling point was that it allowed us to maintain the architectural principles of our projects."

LES MORTON, PRODUCT MANAGER
ASSOCIATED WHOLESALERS INC.

Although Oracle aims to attract general developers with the tool, analysts said they expect it to hold the greatest appeal for users of Oracle's application server and database.

Indeed, one reason Associated Wholesalers decided to go with the tool was that it already used Oracle's database server and Internet development suite, Morton said.

But Morton also stressed the attractiveness of the data-binding capabilities in ADF and ease of development with JDeveloper. "The real selling point was that it allowed us to maintain the architectural principles of our projects," he said. "We wanted to have a service-oriented architecture for our system. The data-binding framework allowed that."

Mark Driver, an analyst at Gartner Inc., said the code-centric JDeveloper 10g eases development for medium- to large-scale projects, but Oracle still has not offering in the "J2EE" class, such as BEA's WebLogic Workshop and Sun Microsystems Inc.'s upcoming Java Studio Creator, to target the traditional Microsoft audience. • 46259

Sun Overhauls Hardware Units

Sun Microsystems Inc. reported a \$760 million loss for its third quarter and announced more management changes and a reorganization of its hardware units. Microprocessors and both high- and low-end Sparc servers are being combined in a new Throughput Systems unit under David Yee, an executive vice president at Sun. Systems based on processors from Intel Corp. and Advanced Micro Devices Inc. will be folded into Sun's Network Systems division.

John Fowler was named acting executive vice president of Network Systems and lead technology officer for Sun as a whole. Both he and Ven report to Jonathan Schwartz, who became president and chief operating officer earlier this month. Sun also said Mark Tolliver, its chief marketing and strategy officer, and Neil Kress, who had been in charge of volume systems, are leaving the company. (Read an interview with Ven about Sun's processor development plans, on page 12.)

HP Offers 4-CPU Opteron Server

Hewlett-Packard Co. today will formally announce its first servers based on AMD's Opteron processor, including a four-CPU model. HP said the ProLiant DL585 supports twice the memory capacity and is less expensive than its DL580 system, which is based on Intel's Xeon chip. But the DL585 lacks the memory protection features built into the DL580. HP added.

PeopleSoft Adds to Rapid Rollout Tools

PeopleSoft Inc. today plans to expand a rapid deployment offering for its EnterpriseOne mid-market ERP applications, adding support for Intel-based servers and its fast-time, fast-cost installation framework.

C ON THE



CFO Can Automate CIO Watchdog Tool...

...in the first quarter of 2005, when Centrata Inc. in Redwood City, Calif., plans to ship Version 4 of its Service Catalog, which will add analytics specifically for chief financial officers to sniff around IT project metrics to ensure that CIOs are properly serving business units and the overall company. That might seem down-

right harsh to you CIOs who are the primary users of today's 3.0 version of the software. After all, you've shelled out somewhere between \$2 million and \$1.5 million for the Centrata Service Catalog to standardize and automate the delivery of IT services to business units and manage projects from cradle to grave. If a company division needs a new mail server, a business unit manager opens Service Catalog, decides what he wants, then outputs a detailed "statement of work," which Centrata CEO Venkat Raju claims is more detailed than your everyday request for proposal. Not only does the statement include the basic RFP specifics on hardware, software and labor costs, but it also covers commitments on deployment schedules, long-term support and even end-of-life projections and costs. The whole shebang. Next year, your CFO will get a raft of metrics based on Service Catalog to see if

you're as efficient as you claim. Of course, you could always skip the upgrade.

Beta work leads to alpha advantage ...

... for Lowe Enterprises Inc., a Los Angeles-based national real estate developer. Keith Fletcher, senior vice president for information systems, says he got "an early, early beta" of Microsoft Office System

File System and put it into production. Daring? Crazy? Would you do that with a Microsoft product? Maybe you should. Fletcher says that by the time Microsoft finally released the product last year, he was already saving around \$100,000 just by reducing the number of Ex-

HOT TECHNOLOGY TRENDS. NEW PRODUCT NEWS AND INDUSTRY GOSSIP

change servers needed. More important, he was able to roll out a custom application quickly to his real estate acquisition team. Each land deal, he says, runs in the range of \$20 million to \$30 million. With the customization his staff did with Office System, Fletcher says the company can probably handle two or three more deals a year because of better information management and access. By this summer, he says, another customized application will be ready for all of Lowe's real estate managers. There are downsides to depending on a product still in beta, though. "We had no final documentation until after Microsoft shipped," the final release, he says. A more subtle problem, Fletcher points out, is that end users haven't heard about the new product in the media or by word of mouth, so it lacks validation in their minds.

"You have to sell it harder internally," he advises. The upside? "We're way ahead of the competition," Fletcher claims.

Once is more than enough ...

... when you need to sign onto your company network and all your applications, if you use the OneSign application from Impriata Inc. in Lexington, Mass. The rack-mounted device uses the proprietary Application Profile Generator (APG), which learns each and every packaged, custom or Web app's access process and combines that information with your user-rights profiles in Active Directory or other LDAP directories to identify and au-

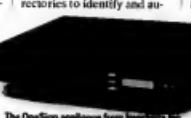
thenticate users. You simply load a lightweight client on users' PCs and let them log into their applications once, and the APG takes over for every subsequent log-on process. Version 2 of the software adds shared-workstation features for multiple users and will be available next week. Pricing starts at \$20,000.

Get out of your car and onto your keyboard ...

... and maybe conduct a little official business online by joining Raindance Communications Inc.'s Earth Day effort this week to cut back on the 250 million hours per month

The EPA estimates that
250 million
gallons of gas
will be saved annually by the
1.2 million drivers who
use Raindance's Earth Day
drive-to-work program.

that white-collar workers waste driving to and from local meetings. And you can join for free on April 22, Earth Day, by being among the first 1,000 companies to sign up for the Louisville, Colo.-based vendor's Raindance Meeting Edition for Web, audio and multipoint videoconferencing. Chief Marketing Officer Brian Bush says services like Raindance's are widely used to cut down on interstate travel and hotel costs. However, what he calls "the hidden commute" of local white-collar business trips is not only expensive and time-wasting, but it's bad for the air, too. According to the Environmental Protection Agency, its Best Workplaces for Commuters program annually saves 35 million gallons of gas and cuts 2,000 tons of nitrous oxide and 500,000 tons of carbon dioxide from the skies. So get online and off the road. **C 46230**



The OneSign appliance from Impriata Inc.

AT DEADLINE

Sun Overhauls Hardware Units

Sun Microsystems Inc. reported a \$780 million loss for its third quarter and announced more management changes and a reorganization of its hardware units. Microprocessors and both high- and low-end Sparc servers are being combined in a new Throughput Systems unit under David Yen, an executive vice president at Sun. Systems based on processors from Intel Corp. and Advanced Micro Devices Inc. will be folded into Sun's Network Systems division.

John Fowler was named acting executive vice president of Network Systems and lead technology officer for Sun as a whole. Both he and Yen report to Jonathan Schwartz, who became president and chief operating officer earlier this month. Sun also said Mark Toliver, its chief marketing and strategy officer, and Neil Koenig, who had been in charge of volume systems, are leaving the company. (Read an interview with Yen about Sun's processor development plans, on page 12.)

HP Offers 4-CPU Opteron Server

Hewlett-Packard Co. today will formally announce its first servers based on AMD's Opteron processor, including a four-CPU model. HP said the ProLiant DL585 supports twice the memory capacity and is less expensive than its DL560 system, which is based on Intel's Xeon chip. But the DL585 lacks the memory protection features built into the DL560. HP added.

PeopleSoft Adds to Rapid Rollout Tools

PeopleSoft Inc. today plans to expand a rapid deployment offering for its EnterpriseOne mid-market ERP applications, adding support for Intel-based servers and its fixed-time, fixed-cost installation framework.

C ON THE MARK

HOT TECHNOLOGY TRENDS, NEW PRODUCT NEWS AND INDUSTRY GOSSIP BY MARK HALL



CFO Can Automate CIO Watchdog Tool...

... in the first quarter of 2005, when Centrata Inc. in Redwood City, Calif., plans to ship Version 4 of its Service Catalog, which will add analytics specifically for chief financial officers to sniff around IT project metrics to ensure that CIOs are properly serving business units and the overall company. That might seem down-

right harsh to you CIOs who are the primary users of today's 3.0 version of the software. After all, you've shelled out somewhere between \$2 million and \$2.5 million for the Centrata Service Catalog to standardize and automate the delivery of IT services to business units and manage projects from cradle to grave. If a company division needs a new mail server, a business unit manager opens Service Catalog, decides what he wants, then out spits a detailed "statement of work," which Centrata CEO Venkat Raju claims is more detailed than your everyday request for proposal. Not only does the statement include the basic RFP specifics on hardware, software and labor costs, but it also covers commitments on deployment schedules, long-term support and even end-of-life projections and costs. The whole shebang. Next year, your CFO will get a raft of metrics based on Service Catalog to see if

you're as efficient as you claim. Of course, you could always skip the upgrade.

Beta work leads to alpha advantage...

... for Lowe Enterprises Inc., a Los Angeles-based national real estate developer. Keith Fletcher, senior vice president for information systems, says he got "an early, early beta" of Microsoft Office System and put it into production. Daring! Crazy? Would you do that with a Microsoft product? Maybe you should. Fletcher says that by the time Microsoft finally released the product last year, he was already saving around \$100,000 just by reducing the number of Ex-

change servers needed. More important, he was able to roll out a custom application quickly to his real estate acquisition team. Each land deal, he says, runs in the range of \$20 million to \$30 million. With the customization his staff did with Office System, Fletcher says the company can probably handle two or three more deals a year because of better information management and access. By this summer, he says, another customized application will be ready for all of Lowe's real estate managers. There are downsides to depending on a product still in beta, though. "We had no final documentation until after Microsoft shipped" the final release, he says. A more subtle problem: Fletcher points out, is that end users haven't heard about the new product in the media or by word of mouth, so it lacks validation in their minds.

"You have to sell it harder internally," he advises. The upside? "We're way ahead of the competition," Fletcher claims.

Once is more than enough...

... when you need to sign one company network and all your applications, if you use the OneSign application from Impriwta Inc. in Lexington, Mass. The rack-mounted device uses the proprietary Application Profile Generator (APG), which learns each and every packaged, custom or Web app's access process and combines that information with your user-rights profiles in Active Directory or other LDAP directories to identify and au-

thenticate users. You simply load a lightweight client on users' PCs and let them log on to their applications once, and the APG takes over for every subsequent log-on process. Version 2 of the software adds shared workstation features for multiple users and will be available next week. Pricing starts at \$20,000.

Get out of your car and onto your keyboard... ... and maybe conduct a official business online by joining Raindance Communications Inc.'s Earth Day effort this week to cut back on the 250 million hours per month

35 million gallons of gas

that white-collar workers waste driving to and from local meetings. And you can join for free on April 22, Earth Day, by being among the first 1,000 companies to sign up for the Louisville, Colo.-based vendor's Raindance Meeting Edition for Web, audio and multipoint videoconferencing. Chief Marketing Officer Brian Bush says services like Raindance's are widely used to cut down on interstate travel and hotel costs. However, what he calls "the hidden cost" of local white-collar business trips is not only expensive and time-wasting, but it's bad for the air, too. According to the Environmental Protection Agency, its Best Workplaces for Commuters program an-

nually saves 35 million gallons of gas and cuts 2,000 tons of nitrous oxide and 500,000 tons of carbon dioxide from the skies. So, get online and off the road. **46230**

The OneSign appliance from Impriwta



"Our goal in information systems is to leave behind an organization that's more efficient than when we arrived." — Sue Simonett

Sue Simonett
Senior Director of IS

General Mills, Inc.
Minneapolis, Minnesota

Sue Simonett has always worked in information Systems (IS), a career she loves both for the strategic view it has afforded as well as the ability to positively impact the lives of end users.

Recently charged with reinventing the way that a sales force of 450 retail reps managed their numerous product lines, she's implemented an ingenious handheld system that brings technology to the front lines of the company.

Using a stylus and a handheld mobile device, sales reps now electronically record product information while in the store. Gone are the days of messy paper logs and evenings spent keying the day's data into a laptop for downloading to corporate. At the end of each day, the rep simply places the device in a cradle and the data is sent directly from the handheld. The results: sales reps that can handle more products with fewer errors, and get the right products to the right shelves faster.

Great Moment at Work: "My first warehouse management system, start-up day. We designed a top notch system that totally reengineered the business and it was really gratifying when everything fell right into place."

Microsoft Office System salutes those who have done great work in the IT field.

Great Moments at Work. Success Stories of an IT Hero

Microsoft Says It's Considering 'Marginal' Changes to Longhorn

Major new features to remain intact; operating system beta due next year

BY CAROL SULLIVAN

MICROSOFT CORP. confirmed last week that it's evaluating features and functional scenarios that might be scaled back in the next major Windows release, code-named Longhorn.

But Greg Sullivan, a lead product manager in Microsoft's Windows client group, said the company is looking at "fairly marginal features" and has no plans to make significant changes to the Longhorn vision that it laid out last October at its Professional Developers Conference (PDC).

"The normal part of any development process is looking at the project end to end and prioritizing features and scenarios and capabilities," Sullivan said. "That's the process we're in with Longhorn now."

Microsoft distributed a developer preview edition of Longhorn at the PDC, and the company plans to refresh the developer preview for those attending next month's Windows Hardware Engineering Conference in Seattle, according to Sullivan. He said Microsoft will also provide updated guidance at WinHEC, although the Longhorn review process will continue after the event, since the

first beta isn't due for months.

At the PDC, Microsoft said the first beta of Longhorn was expected in the second half of this year. In the second half of the first half of next year, Sullivan confirmed. "The final release will really be determined by the customer feedback we get and when the product meets the quality standards our customers require," he added.

During last month's Gartner Symposium in San Diego, Bill Gates, Microsoft's chairman and chief software architect, said Longhorn is "not a date-driven release." But he also acknowledged that a 2006 release date is "probably valid speculation." The company

Longhorn subsystems might be scaled back, but he characterized potential changes as "little things." He said the product scoping process involves "low-priority marginal features that may not make the cut."

LONGHORN FEATURES

New presentation system

Communications infrastructure, file and printing model, including advanced enterprise and mobile automation.

Storage subsystem, XML file data, relational SQL and XML data.

earlier last year had said the product would ship in 2006.

A Microsoft spokesman confirmed last week that the "internal target date" for the Longhorn client operating system is the first half of 2006, but he quickly added that the ship date isn't nailed down.

Longhorn has three major components. Avalon is the

code name for a new presentation system featuring a unified hardware-accelerated graphics programming model for video, animation and 2-D and 3-D graphics. Indigo is the communications infrastructure and programming model for building advanced service-oriented applications. WinFS is the new storage subsystem.

Sullivan said that under the current system, files are stored in folders that are sub-directories in the hierarchical file system. With WinFS, objects and the relationships between them will be stored, and each object in the store will have XML-based metadata associated with it so users can search, find and act on the information in a more flexible and powerful way, he said.

Sullivan said it's possible that elements of the three ma-

inor Longhorn subsystems might be scaled back, but he characterized potential changes as "little things." He said the product scoping process involves "low-priority marginal features that may not make the cut."

Business Week Online recently claimed that Microsoft plans to cut some of the most far-reaching pieces of Longhorn and reported that the current plan calls for the new file system to work on PCs but not extend to files shared over a corporate network. *Business Week* said it based the information on two Microsoft e-mail messages it obtained.

"There's a degree of specificity there that I didn't arrive at reading the same internal communication," Sullivan said. He added that it's too soon to say what the enabled scenarios will or will not be. "WinFS was never designed as a way to index the Internet," he said. "We're looking at various ways that corporate data across corporate intranets can be exposed to enable users to interact with that data." © 46244

Hackers Breach Research Systems, But Data Kept Safe

BY PAUL ROBERTS AND TODD R. WEISS

In recent weeks, malicious hackers have infiltrated systems at various U.S. universities that operate scientific research or high-performance computing centers. But several schools said none of their data was compromised.

Stanford University, the University of California, San Diego, and the University of Illinois at Urbana-Champaign confirmed last week that systems on their campuses had been broken into. The attacks forced the schools to change user passwords and take some computers off-line to patch security holes that were used to gain access to the systems.

Sangita Kim, director of the Division of Shared Cyberinfrastructure at the National Science Foundation in Washington, said the federal agency believes the attacks in the U.S. were part of a much larger ac-

tion that affected high-performance systems worldwide.

Some of the U.S. facilities that were affected are part of an NSF-funded network called TeraGrid, which links high-end systems at different sites. The intruders were able to access TeraGrid hardware in at least one location, according to an NSF spokesman.

The San Diego Supercomputer Center, a TeraGrid member at the University of California campus in that city, said in a statement posted on its Web site April 9 that an intruder had gained access to "a number" of its systems over a four-day period.

But the intruder was quickly detected and monitored, the center added. It noted that it uses a "defense in depth" approach that hides critical data behind multiple security layers. As a result, the intrusions were just an "inconvenience," a spokeswoman said.

Stanford's IT Systems and Services group also posted a security alert, warning end users at the school about intrusions into multiuser systems running Solaris and Linux.

The university's IT staff became aware of the intrusions after users noticed discrepancies in the times of their last

reported log-ins. The alert said other systems began performing poorly or erratically after the intruders installed so-called rootkits, which are programs that allow hackers to disguise their presence and gather information such as user names and passwords.

The attackers gained access to systems by sniffing passwords from unsecure network traffic, such as Telnet remote communications sessions, or by reading password files on infiltrated systems, according to the alert. Then they looked for other systems that lacked up-to-date security patches.

A Stanford spokesman said the attackers infiltrated about 30 computers but caused no damage or loss. "They got in, they were annoying, but [the systems] were not affected," he said. © 46256

Tips for protecting systems against network intrusions

- Install all security-related operating system patches.
- Make sure and use strong passwords that are hard to crack.
- Use different passwords on all important accounts.
- Use Secure Shell software with RSA keys or Kerberos technology.
- Limit remote access to up-front multiuser systems via firewalls or other approaches.

Corporations

In the short or page 20 of last week's issue, some figures for maximum monthly reported were incorrect. For the IBM iSeries and the AS/400, 54.47K, and for the Intel-based Pentium II server in 1998 for CPU (single-core and dual-CPU installed), with a theoretical rate of 1.6GHz or 2.0GHz, the maximum CPU can be installed on 32-bit applications.

PHOTO BY JEFFREY M. BROWN FOR COMPUTERWORLD

Roberts is a reporter at the IDG News Service.

Call for Nominations

ATTENTION
IT USER
COMPANIES!

Using a Hot Technology with Real Business Value? Nominate your vendor for Computerworld's Innovative Technology 2004 Awards

COMPUTERWORLD INNOVATIVE TECHNOLOGY 2004 AWARDS

For these special awards, we're asking IT customers — Computerworld's readers — to nominate the vendors they believe offer leading-edge technology products or services that provide business value to customers.

Eligible Nominations

Computerworld's Innovative Technology awards are "customer choice," which means Computerworld is asking those companies that use technology (but don't produce or sell it) to nominate vendors. The awards are devoted to identifying truly innovative technology — new vendors with long histories or those new to the industry — and acknowledging how leading organizations are using the technology to achieve business payloads.

Evaluation & Results

From May 17 to June 14, 2004, Computerworld will survey these vendor businesses about their technology applications. A panel of outside experts and Computerworld editors will then review the surveys and choose the winners. Survey results and stories that offer practical advice from IT leaders using these technologies will be published in the September 28, 2004, issue of Computerworld, as well as online at Computerworld.com.

Nominate online at www.computerworld.com/research/innovativetech from now through May 10, 2004. Questions? Contact innovativetech@computerworld.com

Microsoft Says It's Considering 'Marginal' Changes to Longhorn

Major new features to remain intact; operating system beta due next year

BY CAROL SULLIVAN

Microsoft Corp. confirmed last week that it's evaluating features and functional scenarios that might be scaled back in the next major Windows release, code-named Longhorn.

But Greg Sullivan, a lead product manager in Microsoft's Windows client group, said the company is looking at "early marginal features" and has plans to make significant changes to the Longhorn vision if it paid out next October at its Professional Developers Conference (PDC).

"The normal part of any development process is looking at the project end to end and prioritizing features and scenarios and capabilities," Sullivan said. "That's the process we're in with Longhorn now."

Microsoft distributed a developer preview edition of Longhorn at the PDC, and the company plans to refresh the developer preview for those attending next month's Windows Hardware Engineering Conference in Seattle, according to Sullivan. He said Microsoft will also provide updated guidance at WinHEC, although the Longhorn review process will continue after the event, since the

first beta isn't due for months.

At the PDC, Microsoft said the first beta of Longhorn was expected in the second half of this year. The date for the beta release is now pegged for the first half of next year, Sullivan confirmed. "The final release really will be determined by the customer feedback we get and when the product meets the quantity standards our customers require," he added.

During last month's Gardner Symposium in San Diego, Bill Gates, Microsoft's chairman and chief software architect, said Longhorn is "not a date-driven release." But he also acknowledged that a 2006 release date is "probably valid speculation." The company

LONGHORN FEATURES

New presentation system

Communications infrastructure and programming model for building advanced service-oriented applications

Storage subsystem, common files, relational data and XML data

Earlier last year had said the product would ship in 2005.

A Microsoft spokesman confirmed last week that the "internal target date" for the Longhorn client operating system is the first half of 2006, but he quickly added that the ship date hasn't nailed down.

Longhorn has three major components. Avalon is the

code name for a new presentation system featuring a unified hardware-accelerated graphics programming model for video, animation and 2-D and 3-D graphics. Indigo is the communications infrastructure and programming model for building advanced service-oriented applications. WinFS is the new storage subsystem.

Sullivan said that under the current system files are stored in folders that are sub-directories in the hierarchical file system. With WinFS, objects and the relationships between them will be stored, and each object in the store will have XML-based metadata associated with it so users can search, find and act on the information in a more flexible and powerful way, he said.

Sullivan said it's possible that elements of the three ma-

ior Longhorn subsystems might be scaled back, but he characterized potential changes as "little things." He said the product scaling process involves "low-priority marginal features that may not make the cut."

Business Week Online recently claimed that Microsoft plans to cut some of the most far-reaching pieces of Longhorn and reported that the current plan is for the new file system to work on PCs but not extend to files shared over a corporate network. *Business Week* said it talked the information on two Microsoft e-mail messages it obtained.

"There's a degree of specificity there that I didn't arrive at reading the same internal communication," Sullivan said. He added that it's too soon to say what the enabled scenarios will be. "WinFS was never designed as a way to index the Internet," he said. "We're looking at various ways that corporate data across corporate intranets can be exposed to enable users to interact with that data." **© 46244**

Hackers Breach Research Systems, But Data Kept Safe

BY PAUL ROBERTS AND TODD R. WEISS

In recent weeks, malicious hackers have infiltrated systems at various U.S. universities that operate scientific research or high-performance computing centers. But several schools said none of their data was compromised.

Stanford University, the University of California, San Diego, and the University of Illinois at Urbana-Champaign confirmed last week that systems on their campuses had been broken into. The attacks forced the schools to change user passwords and take some computers off-line to patch security holes that were used to gain access to the systems.

Sangtae Kim, director of the Division of Shared Cyberinfrastructure at the National Science Foundation in Washington, said the federal agency believes the attacks in the U.S. were just an "inconvenience," a spokeswoman said.

that affected high-performance systems worldwide.

Some of the U.S. facilities that were affected are part of an NSF-funded network called TeraGrid, which links high-end systems at different sites. The intruders were able to access TeraGrid hardware in at least one location, according to a NSF spokesman.

The San Diego Supercomputer Center, a TeraGrid member at the University of California campus in that city, said in a statement posted on its Web site April 9 that an intruder had gained access to "a number" of its systems over a four-day period.

But the intruder was quickly detected and monitored, the center added. It noted that it uses a "defense in depth" approach that hedges critical data under multiple security layers. As a result, the intrusions were just an "inconvenience," a spokeswoman said.

Stanford's IT Systems and Services group also posted a security alert, warning end users at the school about intrusions into multiuser systems running Solaris and Linux.

The university's IT staff became aware of the intrusions after users noticed discrepancies in the times of their last

reported log-ins. The alert said other systems began performing poorly or erratically after the intruders installed so-called rootkits, which are programs that allow hackers to disguise their presence and gather information such as user names and passwords.

The attackers gained access to systems by sniffing password traffic, such as Telnet remote communications sessions, or by reading password files on infiltrated systems, according to the alert. Then they looked for other systems that lacked up-to-date security patches.

A Stanford spokesman said the attackers infiltrated about 30 computers but caused no damage or loss of data. "They got in, they were annoying, but [the systems] were not affected," he said. **© 46256**

Tips for protecting systems against network intrusions

Install all security-related operating system patches.

Make sure end users choose passwords that are hard to crack.

Use different passwords on all root-level accounts.

Use strong software, such as RSA key fobs, to authenticate users.

Limit remote access to unpatched multiuser systems via firewalls or other approaches.

Correction

In the chart on page 26 of last week's issue, some figures for maximum memory supported were incorrect. For the AMD Opteron and the Athlon 64 FX, and for the Intel Itanium, the correct figure is 16GB per CPU (using current 40GB DIMM technology), with a theoretical limit of 120GB per CPU. In addition, Sun UltraSPARC CPUs can indeed run 32-bit applications.

PHOTO: AP/WIDEWORLD

Roberts is a reporter at the IDG News Service.

INNOVATIVE TECHNOLOGY 2004 AWARDS

Call for Nominations

ATTENTION
IT USER
COMPANIES!

Using a Hot Technology with Real Business Value? Nominate your vendor for Computerworld's Innovative Technology 2004 Awards

COMPUTERWORLD INNOVATIVE TECHNOLOGY 2004 AWARDS

vendors they believe offer leading-edge technology products or services that provide business value to customers.

For these special awards, we're asking IT customers — **Computerworld's** readers — to nominate the

Eligible Nominees

Computerworld's Innovative Technology awards are "customer choice," which means Computerworld is asking those companies that use technology (but don't produce or sell it) to nominate vendors. The awards are devoted to identifying truly breakthrough technology — from vendors with long histories or those new to the industry — and showcasing how leading organizations are using this technology to achieve business payback.

Evaluation & Results

From May 17 to June 14, 2004, Computerworld will survey these vendor nominees about their technology applications. A panel of outside experts and Computerworld editors will then review the surveys and choose the winners. Survey results and stories that offer practical advice for IT leaders using these technologies will be published in the September 13, 2004 issue of Computerworld, as well as online at Computerworld.com.

Nominate online at www.computerworld.com/research/innovativetech from now through May 10, 2004. Questions? Contact innovativetech@computerworld.com

BRIEFS

Oracle Review Put On Hold in Europe

The European Commission said its antitrust review of Oracle Corp.'s hostile bid to buy PeopleSoft Inc. has been put on hold while officials seek more information from Oracle. The commission dropped a May 11 deadline for deciding whether it will seek to block the proposed PeopleSoft; it was the second time it has postponed the ruling this year. Oracle said it will respond to the request for more information "as quickly as possible."

IBM Says Profits, Sales Rose in Q1

IBM reported a \$1.6 billion profit on revenue of \$22.2 billion for the first quarter, with its IT services unit accounting for half of total sales. Net income was up 10% year over year, and revenue rose 17%. John Joyce, IBM's chief financial officer, said during a conference call that mainframe sales rebounded after the company reinstated more aggressive pricing on those systems.

Microsoft Settles InterTrust Lawsuit

Ten days after resolving its long-running legal fight with San Microsystems Inc. [QuickLink 45/957], Microsoft Corp. said it agreed to settle a patent infringement lawsuit filed three years ago by InterTrust Technologies Corp. As part of the deal, Microsoft will pay \$440 million to license Santa Clara, Calif.-based InterTrust's portfolio of patents on digital rights management technology.

Short Takes

IBM said it plans to buy Schlesinger Ltd.'s London-based business continuity services unit for an undisclosed price. . . . EMC Corp. reported a first-quarter profit of \$109.5 million, up from \$36.2 million a year earlier. Total revenue was \$1.57 billion. The storage vendor also raised its second-quarter forecast.

MySQL Plans Clustering Tool

Add-on will let users distribute vendor's open-source DB across multiple servers

BY MARC L. SONGINI

WORKING to boost the reliability and availability of its open-source database, MySQL AB last week said it plans to add clustering support to the software later this year. At its user conference in Orlando last week, MySQL previewed its MySQL Cluster feature, promising it as a low-cost way to boost database uptime while ensuring that users can fail over to backup servers if a system crashes. The Uppsala, Sweden-based company said MySQL Cluster will availability through the use of a parallel server architecture.

Zack Urlocker, MySQL's vice president of marketing, emphasized that the open-source vendor isn't positioning itself to compete directly with enterprise-class databases from vendors such as Oracle Corp. and IBM.

"Those are very mature products that have all the features you can ever imagine," he said. "Think of those as the Ferraris, while we're providing the Honda database for core functions with extreme reliability at a low cost."

MySQL Cluster is due in the third quarter as an add-on to the company's namesake database. The clustering tool will let users distribute MySQL databases over multiple machines and manage them as if they were on a single system. Any changes to one server in the cluster will be automatically synchronized to the other machines through data replication, MySQL said.

The clustering feature would probably be most useful for companies running heavy Web applications, said Carl Rubin, principal at Evidata Solutions, a Newton, Mass.-based database consultancy that uses MySQL to store customer information.

For Evidata itself, Rubin is more interested in other enhancements that are coming in Version 5.0 of MySQL, which was announced in January and is scheduled to ship in the second half of the year. He cited promised enhancements such as support for stored procedures and the ability to automatically join database tables.

At least initially, most MySQL users probably won't need advanced capabilities like clustering, said Charles Garry, an analyst at Meta

TECHNOLOGY DETAILS

MySQL Cluster

THROUGHPUT: 100,000 replicated transactions per second on a four-node cluster of low-end servers, each with two CPUs.

CLUSTER SIZE: Up to eight nodes

Gigabit Ethernet; larger configurations require a dedicated cluster interconnect.

Supported operating

systems: Windows 2000/XP,

Red Hat Linux, SUSE Linux, AIX,

HPUX, Solaris, Mac OS X

PRICING: Free for use in open-

source projects; under \$5,000

per CPU for commercial users

Group Inc. But the clustering tool and other enhancements will remove "technical roadblocks" for companies that want to invest in an open-source database, Garry added.

MySQL Cluster will become available first with the existing MySQL 4.0 database. Pricing for the clustering tool wasn't disclosed, but MySQL said commercial licenses will cost less than \$5,000 per CPU.

At the conference, MySQL also previewed MySQL 5.0 and a new graphical user interface, MySQL Administrator, that will replace its existing command-line interface [QuickLink 44/91]. **© 4/25/2004**

Seattle Mariners Shut Out Spam

BY JAIKUMAR VIJAYAN

With a 2-7 record at this writing, the Seattle Mariners have a lot of problems to deal with these days.

But spam isn't one of them. Not now, anyway.

Until about three months ago, more than 20% of the roughly 60,000 e-mails the Mariners received weekly were either junk mail or viruses. For some e-mail accounts, the percentage was as high as 95%.

"Employees were being asked to manually delete each bad e-mail, which cost us both time and money," said David Curry, director of IT for the baseball team. "In addition, we were relying solely on the integrity of the users' local antivirus client to protect the network from [e-mail-based] viruses."

The situation threatened the team's ability to respond to fans electronically. So in January, the Mariners deployed spam-blocking and antivirus software from Computer Associates International Inc.

The software allows Curry to define policies for what type of content is acceptable.

The software was installed during the height of the Mydoom virus outbreak in late January and blocked 20,000 infected e-mails during that first weekend, Curry said.

"We've had zero infections since then," he claimed, and spam has dropped by 95%.

Spam-blocking technologies are becoming increasingly effective, said Jim Hurley, an analyst at Boston-based Aberdeen Group Inc. "It's becoming more of a manageable issue" through the use of blocking technologies, he said.

Bosch's Department Store in Reading, Pa., uses products from Cisco Systems Inc. and Symantec Corp. to block nearly 98% of the e-mail traffic it receives. Of 36,000 messages reviewed recently, fewer than 800 were accepted as legitimate and delivered, said Joe Poole, the retailer's manager for technical support. The technology has done an "excellent job," he added.

MORE SPAM COVERAGE

For related stories, visit our spam special coverage page:

QuickLink 43/900

www.computerworld.com



The Microsoft Windows desktop with its anti-spam software running when users log on to their PCs.

2:01AM CHECK INTO HOTEL 2:11AM CHECK INTO INTERNET 2:26AM WORM ENTERS ROOM 536 2:28AM WORM EVACUATED BY NETWORK 2:32AM ORDER GRILLED CHEESE AND FRIES 2:35AM DOZE OFF

Your mobile workforce. An army of productivity or multiple points of entry ripe for intruders? Enter the self-defending network, with integrated security woven throughout. A line of defense that delivers security where security is needed. Wherever you do business. Inside the intranet. Outside the intranet. Across the Internet. Even in hotel rooms on the other side of the planet. So your jet-lagged mobile workers stay safe and secure. And your business keeps marching forward. To learn more about how Cisco can help plan, design and implement your network security, visit cisco.com/securitynow. **SELF-DEFENDING NETWORKS PROTECT AGAINST HUMAN NATURE.**

THIS IS THE POWER OF THE NETWORK. NOW.

©1998 Cisco Systems, Inc. All rights reserved. Cisco, Cisco Systems, Cisco IOS, and the Cisco Systems logo are registered trademarks or trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and certain other countries.

CISCO SYSTEMS



McDonald's to Supersize Use of Wi-Fi Connections

Will offer customers wireless services, tap Wayport net for cashless payments

BY BOB BREWSTER

MCDONALD'S CORP. last week announced plans to install public-access Wi-Fi connections in 6,000 restaurants by mid-2005. But the fast food chain said its Wi-Fi service deals with Wayport Inc. goes far beyond providing wireless Internet access to customers.

McDonald's will also use the Wi-Fi network to deliver a wide range of digital content, including MP3 music files, and to support business applica-

tions such as its cashless payment system, said Jim Sapington, the company's vice president of U.S. IT.

Austin-based Wayport plans to install high-speed DSL connections in 3,000 McDonald's restaurants this year and another 3,000 by next June. Tom CEO Dan Vucina said the cashless payment system, which supports credit card transactions at cash registers and drive-up windows, will be separated from the public-access network and operate on a virtual LAN in each store.

Cashless payments require a minimal amount of bandwidth, Vucina said. But Wayport will use internally developed software to ensure that credit card transactions get priority access to DSL circuits and that no single application hogs the network connections.

Bandwidth to Go

The so-called bandwidth-shaping software consists of about 700,000 lines of Linux code and runs on a Wayport-designed router/gateway that will be installed at each Wi-Fi hot spot, said Jim Kroter, Wayport's vice president of engineering. The hardware will manage the wireless



McDonald's will use Wi-Fi to provide wireless Internet access and deliver digital content to customers, as well as enable credit card purchases

LANs as well as the Wi-Fi traffic to and from the DSL network connection, Keceler said.

McDonald's also plans to use the network to distribute employee training videos to restaurants, Wayport said.

The digital content McDonald's will deliver via the Wi-Fi setup includes MP3 files and digitized versions of newspapers and magazines. Wayport is letting users download pub-

lications such as USA Today and Business Week in PDF files during tests of the Wi-Fi service at McDonald's in various metropolitan areas.

To reduce network bandwidth demands, Wayport plans to cache music files on the in-store router/gateways, which are equipped with 40GB hard drives. The Wi-Fi network could also be used to distribute movie trailers to customers as a tie-in to the movie-based meal promotions McDonald's runs, Vucina said.

Vince Howell, the owner of a McDonald's franchise in Las Vegas, N.M., said Wi-Fi could drive more traffic to his restaurant. Howell gets about 40% of his business from Interstate 25 travelers, and he thinks wireless capabilities would entice people with laptops that support Wi-Fi links to choose his restaurant instead of nearby fast food rivals.

Wayport will offer two-hour Wi-Fi sessions at a cost of \$2.95 per hour, in addition to other pricing options, such as a \$2995-per-month unlimited service plan for its nationwide network, which is currently available in 700 hotels and six major airports. Pricing for the MP3 content hasn't been set.

Amy Cravens, an analyst at In-Stat MDR in Scottsdale, Ariz., said a fee-based Wi-Fi services like the one at McDonald's need to differentiate themselves from free services "either by the quality of the connection or applications."

© 46251

Downsized Plan Yields Better CPU Road Map, Sun Exec Says

BY ROBERT MCNELLAN

(IDS NEWS SERVICE)

As part of a downsizing announced this month, Sun Microsystems Inc. is stopping development on its UltraSparc V processor and a device called Gemini. There was really nothing wrong with those processors. We actually tested both of them, and Gemini even reached the point where the chip was fully working. But in the Gemini space, we have UltraSparc III and UltraSparc III+, that are doing a very capable job. In the [UltraSparc] space, with the current UltraSparc IV, followed by the UltraSparc IV+, and then with the upcoming Rock and Niagara [multicore devices], I really believe that this is probably a better road map.

Does the decision to cancel Gemini and UltraSparc V move up the ship date for Rock and Niagara? It definitely helps, because we are moving a significant number of people who up to now

had been working on UltraSparc V to work on the Rock and Niagara family.

When do you now expect these two processors to be ready? We have said Niagara I—that's our first Niagara chip—will be probably available at the very beginning of 2006, and the subsequent members of the Niagara family and the Rock chip will follow.

But you said that last year. How has the road map changed as a result of the decision on UltraSparc V and Gemini? It certainly will secure the schedule, if not help to move it up earlier.

What does this mean for the future of UltraSparc? Is that product line as we knew it dead, or will there be future UltraSparc processors? All of these throughout computing processors are Sparc-compatible. Whether we will continue using the UltraSparc name or not, that's a separate decision. But these

are every bit Sparc processors. When one of them comes out, we may label that one as UltraSparc V to continue the sequencing, if that's still the way we want to name them.

You now have a relationship with Advanced Micro Devices for its Opteron chip. Would you consider using another type of core architecture in place of Sparc as you design new multicore processors?

We will be working closely with AMD on Opteron-based Sun systems. However, please understand that we have a more than \$127 billion invested base [on Sparc technology]. It is Sun's obligation to maintain binary compatibility.

This is one contract Sun considers very seriously. But you're right, the whole [throughput computing] innovation does not necessarily lie to Sparc.

So do you eventually expect to base throughput computing processors or systems on AMD's technology? It could happen, but in this particular case, it involves [working with] AMD. Therefore, until we are ready and we both agree, I cannot comment on that. © 46251

MORE THIS ISSUE

Frankly Speaking: Frank Hayes says other companies could learn from the Wi-Fi installations at McDonald's. **Page 82**

Microsoft

Your potential. Our passion.



Expand that thought.

Visual Studio .NET 2003 can cut development time by two-thirds, giving you more time to think.

Got a big idea? Visual Studio® .NET 2003 delivers higher productivity, helping you turn that big idea into reality faster than you ever thought possible. Want proof? Visual Studio .NET enabled Xerox Global Services to bring the v2.0 release of its CentralWare Web software to market in one-third the time compared to their previous development platform. To find out how Visual Studio .NET 2003 can help you quickly turn your big ideas into reality, visit msdn.microsoft.com/visual/think


Microsoft
Visual Studio

NEW PRODUCT

Polycom Adds Desktop Videoconferencing System

VSX 3000

Polycom Inc.

PRODUCT SUMMARY

Product: Call-based Polycom plans to announce the VSX 3000 today. The device is a high-end desktop videoconferencing system that combines a camera, microphone, speakers, required software and other components with a 17 in. display that functions as a PC monitor. Polycom said the system supports H.264 video compression, which produces much sharper images than products based on the older H.263 standard while using half the bandwidth.

USER EXPERIENCE: Brian Lister, Dave Christensen, videoconferencing specialist at the headquarters of the Church of Jesus Christ of Latter-day Saints in Salt Lake City, described the VSX 3000's video and audio quality as "exceptional" and comparable to that of a room-size videoconferencing system. But at a price of nearly \$5,000, the VSX 3000 also costs about as much as a system with Christensen said. The church hasn't decided whether it will buy any, he added.

ANALYST ASSESSMENT: The VSX 3000 fills a hole in Polycom's product line, said Andrew Daves, an analyst at Weis

Research LLC in Brookline, Mass. Polycom made earlier attempts to crack the market for executive desktop videoconferencing, but none were successful, he said. "This is for the status-conscious end of the market." Daves added, predicting that the ability to use a single monitor for both PC and videoconferencing purposes will help sales of the VSX 3000.

OTHER VENDORS IN THE MARKET:

Tandberg ASA and Sony Corp. Cisco Systems Inc. plans to ship a desktop videoconferencing system by midyear.

PRICE:

The VSX 3000 starts at \$4,500.

AVAILABILITY: Now in the fourth quarter, Polycom plans to add an optional feature that will support data sharing during videoconferencing calls.

—Mark Hamblen



Continued from page 2

H-1B

Sun Microsystems Inc.

This year's H-1B cap of 65,000 was reached in mid-February, less than five months after the Oct. 1 start of the federal fiscal year. Smith's bill, the American Workforce Improvement and Jobs Protection Act, wouldn't raise the cap, but it would exempt from that limit up to 20,000 graduates with a master's degree or higher from a U.S. university.

Students hired by universities and research institutions

under the H-1B program are already exempt from the cap.

Most of the H-1B's that U.S. companies are hiring "are coming out of our own schools," said Thom Stohler, a vice president of the American Electronics Association, a Washington-based IT trade group that has called for a higher H-1B cap. Businesses "are not going to Bangalore to find people; they are finding them here," he said.

"It's the position of the [H-1B] that individuals who possess a master's or Ph.D. degree are not stealing American jobs; they are creating American jobs," said Stohler. Holders of

advanced degrees tend to be employed in research and development work, he said.

Under U.S. immigration law, companies were allowed to begin applying this month for H-1B visas that will be issued at the start of the 2005 fiscal year. Vic Goel, an immigration attorney in Greenbelt, Md., said he expects that there will be enough applications between now and Oct. 1 to exhaust next year's cap of 65,000 visas. He said the period for issuing new H-1B visas will begin on Oct. 1, could close the next day.

Any increase in the number of H-1B visa holders will face

want to get rid of all of it."

Accenture, however, noted that the potential Best Buy arrangement isn't unprecedented. In late 2000, London-based grocery chain J.Sainsbury PLC signed a seven-year deal to outsource its entire IT operation to Accenture and claimed it expects to save about \$50 million per year. Sainsbury transferred about 800 employees to Accenture and retained a small in-house staff to oversee the company's IT strategy and manage the Accenture contract.

In the second quarter, Sainsbury hopes to finalize a deal, estimated to be worth \$2 billion, that calls for CSC to manage much of its IT infrastructure. About 260 of the retailer's 1,100 IT workers are expected to be affected, but Sainsbury said it expects CSC to have nearly all of those staffers.

Testing the Waters

John McCarthy, an analyst at Forrester Research Inc. in Cambridge, Mass., said most large retailers are doing some experimenting with outsourcing and off-shoring as they try to beef up technology initiatives on low budgets. But companies typically outsource only a selected or customized piece of IT, such as the infrastructure or maintenance. "When Best Buy is doing is unique, and it's unique in most industries," he said. "Most companies don't necessarily

approach from labor groups, especially the IEEE-USA, a unit of the Institute of Electrical and Electronics Engineers Inc. in Washington that says

Foreign Factor

Of 35,139 immigrant students who earned graduate degrees in U.S. universities last year, 4,090 nationals accounted for

46%
of master's degree recipients
55%
of Ph.D. recipients

its members are facing record unemployment levels.

"We question the need for a new visa exemption," said IEEE-USA President John Stroblman, who noted that foreign graduate students can already work for two years in the U.S. under existing visa rules. "During that time, the company can evaluate their skills and petition for a green card on their behalf," he said.

The bill's prospects are uncertain. The co-sponsors are all Republicans, and this is a contentious year for outsourcing. But Congress has acted before to increase the H-1B cap in election years. © 46257

FREE NCPI On-Demand Webcast!

Top industry experts discuss new approaches to network-critical physical infrastructure (NCPI)

Go to http://www.itworld.com/apc_cw1



FREE White Paper! "Cooling Audit for Identifying Potential Cooling Problems in Data Centers"

YES. Please send me my FREE white paper "Cooling Audit for Identifying Potential Cooling Problems in Data Centers".

NO. I'm not interested at this time, but please add me to your mailing list.

Name: _____ Date: _____

Company: _____

Address: _____

Address 2: _____

City/State: _____

State: _____

Zip: _____

Country: _____

Phone: _____ Fax: _____ E-mail: _____ Key Code: 5703

Yes! Send me more information via e-mail and sign me up for APC PowerNews e-mail newsletter.

What type of availability solution do you need?

- UPS - Uninterruptible Power Supply
- UPS - UPS with Power AC
- DC Power
- Network Enclosures and Racks
- Precision Air Conditioning
- Cooling and Monitoring

- Cables/Wires
- Mobile Protection
- Surge Protection
- UPS Upgrade
- Don't know

Purchase Timeline? <1 Month 1-3 Months 3-12 Months 1 Yr Plus Don't know

You are (check all that apply): Home Owner Business <1000 employees Large Corp. >1000 employees

Gov't. Employee, Public Off.

APC Sales & Partners

©2004 APC. All materials are the property of their owners. APC is a registered trademark of American Power Conversion Corporation. APC PowerNews is a service mark of American Power Conversion Corporation.

APC
Legendary Reliability™



BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 295 NEW YORK, N.Y.

POSTAGE WILL BE PAID BY ADDRESSEE

APC

ATTENTION CRC: q703y
Department: B
132 FAIRGROUNDS ROAD
PO BOX 278
WEST KINGSTON RI 02892-9920



How to Contact APC

Call: (888) 289-APCC

Fax: (401) 788-2797

Visit: <http://promo.apc.com>
use the key code on the reverse side

APC
Advanced Protection

"InfraStruXure is perfect protection for our high power density blade servers."

ADC 6.00

With its modular, scalable and open building blocks, it's no wonder InfraStruXure's rack-based architecture is winning over editors and end-users alike – especially as blade servers and server consolidation cause power densities to skyrocket.

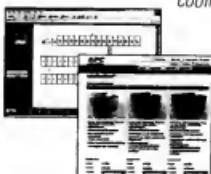
If you're not already dealing with such high power densities, the chances are you will be soon. An on-demand architecture for NCP™, InfraStruXure™ includes power, cooling, racks and physical structure, security and fire protection, cabling, and the management and servicing of these elements. It is specifically designed to meet ever-changing IT requirements through scalable, modular and standardized components.

For high density applications, the InfraStruXure High Density Configuration is a patent-pending hot aisle containment system that cools up to 20kW in a single enclosure.

Flexible enough to be moved or changed without system reconfiguration, the InfraStruXure High Density Configuration can also be scaled to meet changing needs and future expansion. This makes it a perfect solution for converted spaces, as well as high-density areas.

"More computing power, but with more heat... presents a serious problem for companies unprepared to meet the cooling demands of a data center."

The InfraStruXure™ Build-Your-Own Tool lets you design and specify InfraStruXure solutions using a Web-based configurator.



To learn more about InfraStruXure, call 1-888-ISX-2990 today or visit us at www.apc.com.

*Network-critical Physical Infrastructure (NCP) is the foundation upon which IT and telecommunication networks reside.

InfraStruXure™

POWER RACK COOLING

On-demand architecture for network-critical physical infrastructure

Introducing InfraStruXure™ High Density Configuration

The InfraStruXure™ High Density Configuration is a patent-pending hot aisle containment system that cools up to 20kW of blade servers in a single enclosure.

The InfraStruXure High Density Configuration is ideal for:

- Disaster Recovery Sites
- Blade Server Applications
- Converted Spaces



FREE

Go to http://www.itworld.com/apc_cw1

Receive your FREE APC White Paper:

"Cooling Audit for Identifying Potential Cooling Problems in Data Centers"

Visit <http://promo.apc.com>

Enter Key Code q703y

Call 888-289-APCC x3129

Fax 401-788-2797



APC

Legendary Reliability™

©2004 American Power Conversion Corporation. All Trademarks are the property of their owners. E-mail: esupport@apcc.com • 132 Fairgrounds Road, West Kingston, RI 02892 USA ISG204EUF-USA

ALL POINTS COVERED.



» SECURITY

» NETWORKING, WIRELESS & SERVICES

WIRELESS

» COLLABORATION & VoIP

» PERFORMANCE & DATA CENTER

Your role is expanding.

As business infrastructure moves to the forefront, your company relies on you to keep existing systems at peak performance while tackling a broad range of new requirements. Securing wireless networks, implementing collaboration technologies, improving regulatory compliance, ensuring business continuity—all while doing more with less.

Enterprise challenges demand end-to-end solutions.

As networking and communications professionals, you need to focus on an end-to-end, system-wide approach when building and optimizing your business infrastructure:

- » Security
- » Wireless
- » Collaboration and VoIP
- » Performance
- » Data Center and Storage
- » Infrastructure and Services

Pre-register by May 8th.
Go to INTEROP.com today for details and registration.
Use Priority Code: ADACZ2ND

Put it all together.

Only NetWorld+Interop brings you the latest strategies, techniques and products for every point in your infrastructure—and shows you how they can add up to an integrated, end-to-end solution that meets every requirement on your list.

Make the connection at NetWorld+Interop.

For 17 years, NetWorld+Interop has helped networking professionals take their enterprises and their careers to the next level. At NetWorld+Interop Las Vegas 2004, you'll make the industry's best ideas and latest technologies relevant to your needs, and discover that even the toughest networking challenge is all in a day's work.

NETWORLD
+
INTEROP
LAS VEGAS • MAY 9-14, 2004
EXHIBITION: MAY 11-13, 2004

 Mediavision

Copyright © 2004 Mediavision International, Inc., 795 Folsom Street, 8th Floor, San Francisco, CA 94103. All Rights Reserved. Mediavision International, NetWorld, Interop, and associated design marks and logos are trademarks or service marks owned or used under license by Mediavision International, Inc., and may be registered in the United States and other countries. Other names mentioned may be trademarks or service marks of their respective owners.

The End-to-End Networking and Communications Event

Offshore Moves Can Bring Benefits, but Not Without Pain

Users cite savings potential and better flexibility, warn of internal challenges

BY LINDA ROSENCRANCE
NEWTON, MASS.

At first, offshoring didn't sit well with Dave Andre, chief technology officer at Upromise Inc. But economic realities ultimately forced him to send some IT work overseas.

"Our primary objective was to save money," Andre said during a panel discussion on offshore outsourcing at a Massachusetts Software Council meeting here last week. "We were hoping to have secondary benefits, but

if we didn't save money, it wasn't worth going forward."

Upromise offers a free service that lets families earn money for college when they make purchases from affiliated stores, restaurants and online retailers; it also operates a college savings investment fund. In late 2002, the Needham, Mass.-based company began outsourcing some software development and systems administration work to Wipro Ltd., which now has about 30 staffers in Bangalore,

India, assigned to Upromise.

Andre wouldn't disclose specific figures, but he said Upromise shaved its IT budget by 10% to 20% in the first year of the offshore contract and expects more savings in the future. "The cost savings are real," he said.

Some of the secondary benefits that Upromise has gotten include a round-the-clock IT operation with "follow the sun" development and quality-assurance capabilities, better internal development processes and increased staffing flexibility, Andre noted.

But he acknowledged that the offshore move has also re-

sulted in some painful experiences, such as the need to lay off IT staffers in the U.S. "Transitions are hard work," Andre said. "If I had it to do again, I would start from Day 1 with an offshore outsourcing model." In a follow-up interview, he said switching to an offshore approach "causes angst to your employee base, and it causes angst to you."

Upromise also outsourced some call center functions to Daksh eServices Pvt., a business process outsourcing firm in Gurgaon, India, that's being acquired by IBM. Andre said the two deals taught Upromise executives that communicating with employees about offshoring plans is important and that offshore training needs and overhead costs will likely be larger than expected.

Swapnil Shah, the CEO of

mValent Inc., a software vendor in Tewksbury, Mass., said his company's approach to offshore outsourcing was to create parallel engineering teams in the U.S. and India. That enables the engineering staff to work an 18-hour day, he said, adding that the offshore strategy has resulted in lower costs and faster time to market.

Choosing a business partner with the requisite technical skills was critical, Shah said.

Sandeep Swadia, head of marketing at Virtusa Corp., a software developer and IT services provider in Westboro, Mass., agreed. "There are different horses for different courses, and you have to pick the right one for the right job," he said. "Make sure their vision matches your vision. The focus just can't be cost."

© 46214

Introducing Firebox® X. It's all the integrated, expandable network security your company really needs. All inside one intelligent box.



WatchGuard
Firebox X

FREE NETWORK SECURITY GUIDE 11 Reality Checks to Help the CEO 'CYA'

www.watchguard.com/cwcya
1-877-732-8780

The Security You Really Need.™

WGS
WatchGuard

© 2006 WatchGuard Technologies, Inc. All rights reserved. WatchGuard, the WatchGuard logo, Firebox, and the WatchGuard Security You Really Need.™ logo are registered trademarks or trademarks of WatchGuard Technologies, Inc. in the U.S. and/or other countries.

MARYFRAN JOHNSON

Disaster Homework

OME MONTHS AFTER the 9/11 attacks, I interviewed the CIO of a large Wall Street law firm located only blocks from the collapsed World Trade Center towers. She talked about the tremendous outpouring of sympathy and concern from hundreds of the attorneys' clients in the 24 hours after the disaster.

Then Day 2 dawned, and the story changed. The clients who called wanted reassurances that their files were safe and that business would promptly get back on track. I remember being shocked by the self-centered attitude of those demanding customers. But it was a reminder that even a major disaster has a short shelf life as an excuse in the business world. What matters most is the speed and effectiveness of recovery.

So it's odd that nobody likes to talk about disaster recovery. Vendors use euphemisms like "business continuity" to avoid those two scary words. Companies give lip service to how important such planning is but then fail to fund programs to test their own disaster plans.

We recently surveyed IT professionals from companies with disaster recovery plans. When asked, "Could you locate your disaster recovery plan in the next five minutes?" one-third of the 227 respondents admitted they couldn't. Of 281 IT pros asked how often they perform remote-office data backups, only 58% said they were doing so every day.

With all the risks to manage in the world today, from natural disasters to man-made ones, you'd think this little item would be at the top of the "Important Things We Do To Stay in Business" list. We learned otherwise in talking with a host of experts and executives for this week's Knowledge Center on disaster recovery.



(beginning on page 33, and at QuickLink.a4300.com). Many of our sources made it clear that this is truly more of a business issue than a technology one. But guess who's usually in charge of the disaster response plan? IT, of course.

Don O'Connor, CIO at Southern California Water Co., contends that even underprepared IT organizations have at least given some thought to system recovery and uptime restores. But business units are much more likely to be clueless about their roles. "In my experience, IT can respond relatively quickly," O'Connor says. "The part that's missing is the users."

If that's the situation at your company, what should you do about it?

In this issue, we provide plenty of cost-conscious tips and insider advice from IT managers who have faced disaster and recovered. Their experiences raise questions you should be able to answer. For starters:

- How strong is your disaster recovery documentation? What if the head of sales is the one who has to turn on the systems in the data center? "We fashion our document so anyone in the business should be able to restart an application," says Elbert Lane, a lead software developer at Gap Inc. in earthquake-prone San Francisco.

- Which applications are really the most important ones to restore first? At most companies, it's probably e-mail, not the SAP system or the Oracle database.

- How robust and ready are the plans at your suppliers, your outsourcing partners? Who's checking on them?

- What are your most critical access issues? Getting to the data, the systems or the people?

- Disaster recovery is one test that IT can ace — without big budgets or expensive consultants. It's a matter of common-sense planning, attention to process and doing your disaster homework. **© 46219**



PIMM FOX

Don't Own Your IT

WHAT BUSINESS are you in? If you're not in the IT business, pull the plug on your IT department. And I'm not talking about sending the job to India.

Kansas City, Mo.-based H&R Block decided in 1999 that it's not in the IT business. So, rather than building an IT infrastructure, the tax preparer turned to Eden Prairie, Minn.-based Digital River.

H&R Block wanted someone to handle the IT that pumps all those tax forms. It wanted round-the-clock uptime. It wanted all the bells and whistles that come with remote and redundant data centers. And it wanted an easy interface so it could quickly change product offerings and promotions.

Sure, in every company there are those who contend that hometown IT is necessary because the business is unique. Or that you need your own IT operation because there's no way to offload responsibility for maintenance and changes in a high-pressure environment.

Well, imagine compressing a year's worth of business into four months.

That's life at H&R Block, where frantic taxpayers download tax-preparation software at the last minute. (January and April are the heaviest months.)

The company has moved 97% of its software business to the Internet and doesn't have an IT department keeping an eye on things. Instead, Digital River runs routine tests to measure the ability of H&R Block's Web site to handle the strain of all those downloads.

The strategic advantage of having a third-party partner operate your site is clear. You get to do what you do best.

For your IT needs, you simply build a relationship with a vendor. Then you're just one phone call away from high-quality service.

And you save money. Erik Johnson,

Connect proven mobile and wireless solutions to your enterprise strategy

Attend the content-rich conference that sees an enterprise without wires



May 24-27, 2004

JW Marriott Desert Springs Resort • Palm Desert, California

Visionary & Featured Speakers



DAN GILLMOR
Technology Columnist
San Jose Mercury News



KEN PAISLEY
FedEx Internet Technology



ROGER GURNANI
VP & CO
Verizon Wireless



FRED GRAVIE
Associate VP
Burlington
Northern Santa Fe
R.R. May



GARY BULLOCK
Solutions Project
Manager
Aetna Insurance
Company



RICK POPE
General Manager
VMX Logistics



MARINA LEVENON
VP & CO
palmOne

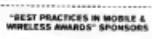


JAY STALLARD
Senior Manager
Plan



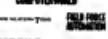
LINWOOD HAYES
Senior VP & CTO
T-Mobile

Mobile & Wireless World 2004 Sponsors:



"BEST PRACTICES IN MOBILE & WIRELESS AWARDS" SPONSORS

MEDIA ASSOCIATION
SPONSORS:
COMPUTERWORLD



Wireless Devices

For more information, visit www.mwwusa.com/mcwt or call 1-800-883-9090

For sponsorship information, contact Leo Leger at 1-508-820-8212 or leo_leger@computerworld.com

Mobile & Wireless World

Owned & Produced by
COMPUTERWORLD

May 24-27, 2004

JW Marriott Desert
Springs Resort
Palm Desert, California



Attend Computerworld's Executive Conference on Mobile and Wireless Technologies!



Mobile and wireless technologies push the enterprise envelope every day, from customer-facing applications all the way to the factory floor. With the proliferation of mobile and wireless applications, devices and services, how can you keep your enterprise on the cutting edge? How can you find today's most promising mobile and wireless technologies? And how can you learn how other companies and industries apply the latest and greatest mobile and wireless tools?

At Mobile & Wireless World, you will:

- Hear, discuss and witness winning mobile and wireless strategies in the enterprise
- Gain first-hand knowledge that can enhance your own company's mobile and wireless strategy
- Examine the industry's major issues and challenges
- See developing technologies
- Network with peers
- Meet potential partners
- Converge with analysts and press
- Take home practical tips and knowledge of technologies you can implement right away

Visionary & Featured Speakers



Dan Gillmor
Technology Columnist
San Jose Mercury News

Dan Gillmor is technology columnist for the San Jose Mercury News, Silicon Valley's daily newspaper. He also writes a weekly column for the San Jose Business Journal, a Knight-Ridder company that is an online affiliate of the Mercury News. His column runs in many other U.S. newspapers, and he appears regularly on radio and television. He has been consistently voted by industry publications as among the most influential journalists in the field.



Ken Pasley
VP
FedEx Internet Technology

Ken Pasley provides leadership for the FedEx Express worldwide wireless and mobile architecture. In this position he oversees strategy, engineering and development of wireless technologies including FedEx's NetworkPad, FedEx Private Network and Bluetooth implementation.



Roger Gurnani
VP & CIO
Verizon Wireless

As CEO, Roger Gurnani is responsible for the information systems portfolio development and operation of data communications and information facilities for the nation's largest wireless voice and data network, which serves 36 million customers.



The only place I've been
where I can meet other people
responsible for the technology
I'm implementing



provides more information than
other events... a chance to learn
with and from other users
social information I need to
make better decisions today



I learn what the industry
experts see as trends that I
plan in my future
purchasing plans

For more information and to register, visit www.mw04.com

Learn from User Case Studies and Perspectives



GARY BULLOCK
Netware
Solutions Direct
Message
Altisafe Insurance
Company



FRED GRATZ
Atta Corp VP
Marketing &
Sales



KEN PASLEY
SVP
Fiduciary Internet
Technology



RICK POPLE
General Manager
NTH Logistics



JAY BRUMMETT
CIO
Oregon City
Corporation



MARINA LEVINSON
VP of CIO
pathOne



JAY STALLARD
Senior Manager
Player



DAN GILLMOR
Technology
Columnist
San Jose
Mercury News



LINWOOD HAYES
Senior Vice Pres.
Travel Inc.



ROGER GURMANI
VP AL
Verizon
Wireless

CONFERENCE AGENDA (subject to change)

For details, updates, and to register visit www.mwusa.com/mcwt

MONDAY, MAY 24

12:00pm Pre Conference Get Outing
1:30pm Concurrent Industry Pipelines and Technology Workshop
1:30pm - 3:00pm - Adults Play with Electronics 3.5mm Jacks & Inputs
1:30pm - Technology Workshops 3.5mm Jacks & Inputs
7:00pm Welcome Reception

TUESDAY, MAY 25

7:00am Buffet Breakfast
8:00am Welcome and Opening Remarks
8:15am Opening Keynote Presentation
9:00am - Noon General Sessions
Noon Luncheon and Special Presentation
1:30pm - 3:30pm General Sessions
3:30pm - 5:00pm Concurrent Breakout Sessions
5:30pm Solutions Showcase & Expo with Buffet Dinner

WEDNESDAY, MAY 26

7:00am Buffet Breakfast
8:00am Opening Remarks
8:15am Opening Keynote Presentation
9:00am - 12:15pm General Sessions
12:15pm Solutions Showcase & Expo with Buffet
1:30pm - 3:45pm General Sessions
3:45pm - 5:00pm Solutions Sprinter - Innovation on Stage
6:00pm Gala Evening

THURSDAY, MAY 27

7:00am Buffet Breakfast
8:00am Workshops
11:30am Conference Concludes

See Case Study Award Winners at the Conference



BEST PRACTICES
A MOBILE & WIRELESS
AWARD
Nominate a potential winner!
Visit www.mwusa.com/mcwt
for details.
Sponsored by

Pre-Conference Golf Outing

Complementary for Registered IT End-Users
The Pre-Conference Golf Outing at The Palms
Golf Course, located in the JW Marriott Desert Springs
Resort, is complementary (\$185 value) for registered
IT End-Users. (Other participants, including sponsors
and vendors, may play on an "as available" basis and are
responsible for all applicable golf outing expenses.)

For details contact Chris Lager at 1-800-820-8277

Travel Services and Accommodations

IDG Travel is the official travel company for Mobile & Wireless World. They are your one-stop shop for exclusive discounted rates on hotel accommodations. To reserve your accommodations:
www.idgtravel.com OR
call 1-800-348-2282 (or 1-609-620-8888)



**The JW Marriott
Desert Springs Resort
in Palm Desert,
California**

Information and opportunities
gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make about what
products and services

we

gathered... play into the
decision we make

Application for Conference Registration



May 24-27, 2004

JW Marriott Desert
Springs Resort
Palm Desert, California

Reserve your accommodations at
www.mwcwusa.com or call:
1-800-346-2852 or
[Email: mcw@hotelsgroup.com](mailto:mcw@hotelsgroup.com)

Registration questions? Please call 1-800-883-9090 or Email: mcwreg@computerworld.com

Visit our website at: www.mwcwusa.com/mcw

OPTIONS:

	End-User *	Employee Registration	Pre-Conference Registration	Full/On-Site Registration
Non-Sponsoring Vendor **	<input type="checkbox"/> \$5,000	<input type="checkbox"/> \$5,000	<input type="checkbox"/> \$5,000	<input type="checkbox"/> \$5,000

Registration Information (This section must be completed in order to process your application)

First Name _____ Middle Initial _____ Last Name _____
 Title _____ Company _____
 Street Address _____ State/Prov. _____ Zip/Postal Code _____
 City _____
 Country _____ Phone Number _____
 Fax Number _____ E-Mail Address _____
 Corporate/Business Website _____ Special Services Required? _____

Would you like to receive information about the golf outing on Monday May 24th? Yes No

Attendee Profile (This section must be completed in order to process your application)

Your Business/Industry:

- J Transportation / Utilities/Energy
- J Manufacturing / Oil / Gas
- J Non-Profit / Trade Association
- J Media / Publishing
- J Manufacturing
- J Financial Services
- J Accounting
- J Insurance
- J Real Estate
- J Retail / Distribution
- J Wholesale / Retail (non-computer)
- J Computer Services/Provider
- J Computer / Marketing / Public Relations
- J Entertainment
- J Education
- J Consulting
- J Government / Military
- J Healthcare / Medical Services
- J Manufacturing / Recreational
- J Manufacturing (Automobile)
- J Automobile
- J Software / Communications or Peripheral Equipment
- J Software / Forestry / Fisheries
- J Other

Year with/through:
 J CEO/COO/Chairman/President
 J COO/VP
 J SVP/Dir/General
 J SVP/Dir/Manager
 J Other/Dir/Dept Manager/Supervisor
 J Vice/Corp/Business Manager
 J Corporate/Business Staff
 J Consultant/Internell / Other

Number of employees in your entire organization

- J All - 100 or less
- J 101 to 500
- J 500 to 999
- J 1,000 - 4,999
- J 5,000 - 9,999
- J 10,000 or more

What is the estimated annual revenue of your entire organization?

- J Over \$10 Billion
- J \$10 Billion - \$5 Billion
- J \$5 Billion - \$2.5 Billion
- J \$2.5 Billion - \$1.25 Billion
- J \$1.25 Billion - \$425 Million
- J Under \$125 Million

Your organization's annual IT/G budget for all IT/G products:

- J Over \$1 Billion
- J \$500 Million - \$925 Million
- J \$250 Million - \$462.5 Million
- J \$125 Million - \$231.25 Million
- J \$62.5 Million - \$9.375 Million
- J Under \$1.25 Million

What is Your Organization's Primary Mobile & Wireless Device? (Smartphone, Notebook, or Tablet PC Provider?)

- J Apple
- J Dell
- J Fujitsu
- J Gateway
- J Hewlett-Packard / Compaq
- J IBM
- J Sharp
- J Sony
- J Toshiba

Payment Method

- Checks/Endorsements
- American Express
- MasterCard
- Visa
- Credit Card

Account Number _____

Expiration Date _____

Card Holder Name _____

Signature of Card Holder _____

Cancellation Policy

- J In the event of cancellation, the registrant has three options:
 (a) All of which are subject to a cancellation fee:
 (i) One or one may submit full or another attendee for the conference
 (ii) One or one may transfer the registration to the next
 Mobile & Wireless World Conference
- J The registration fee will be refunded less \$250 service charge
 after May 1, 2004.
- J No refund or cancellation fee will be given for any cancellation made less than 14 days prior to the conference.

Computerworld reserves the right to limit and/or refuse any registration for any reason.

Please fax this completed application to 508-820-8254

H&R Block's manager of online software marketing, says breaking out of the traditional method of delivering software in boxes has cut H&R Block's cost of shipping and materials while helping customers, who don't have to wait for the software to arrive. It has also eliminated expensive inventory.

Of course, H&R Block is responding to rewards of greater consumer access to broadband connections. But it has been able to translate that trend into a 10% drop in the number of customer support questions. It has also cut the number of phone operators and mail-processing agents.

What trend have you taken advantage of lately?

And since Digital River handles all IT support, all uploading and downloading of software, and all upgrades and problems, H&R Block can concentrate on marketing and product changes. The company also gets immediate access to sales-traffic and transaction reports.

So stop spending time and money owning and operating an IT system. Do something useful, like your taxes. **© 46067**

THORNTON A. MAY

Floaters, Swimmers And Sinkers

THE CURRENT CROP OF IT bosses scores pretty good marks in leadership. It's their reports who are of greater concern to futurists and who are the specific focus of research aimed at assessing leadership skills.

In conjunction with ongoing curriculum-design efforts, the IT Leadership Academy at Florida Community College of Jacksonville is training 120 IT bosses to conceptualize their direct reports as "leaders" of leadership skills. The evaluations hypothesized that not all the leaders will fall.

We questioned IT bosses about "patterns of emptiness" in the leadership skills of their direct reports. The interviews demonstrated that although IT shops may have the leadership they need today, they may not have it tomorrow.

The bosses we talked to each had

three to 18 direct reports. (The median number was six.) Of the entire population of direct reports, 18% were judged by their bosses to have full leadership skills.

These full-beaker direct reports were seen as sharing several characteristics. They were aware and adaptive individuals, first-class "noticers" who were able to respond creatively and with presence of mind to changes in the environment. They were also compelling communicators who were able to engage others through shared meaning and to create a sense of urgency for the task at hand. They were found to be masters of organizational culture, measuring they knew how the organization really worked. They were comfortable and conversant with financial and accounting processes and terms and knowledgeable about business drivers and opportunities. They were connected to key players both inside and outside the enterprise, and they were perceived as being authentic and high-integrity human beings.

We also looked at five leadership attributes of the 82% of the direct reports

not blessed with overflow-beakers: attitude, mental model, energy, connectedness and curiosity.

Analysis revealed the following three subspecies of direct reports:

Sinkers: About 12% of the less-than-full-beaker population. These aren't happy employees. They tend to have a chip on their shoulders and nurture resentment against the organization. Their mental model is self-centered; they do the work placed in front of them and little else. Their energy is low; they're unconnected to both the internal and external communities, and they have no curiosity.

Floaters: About 50% of the less-than-full population. They have good attitudes and reasonable energy for the tasks in front of them, but they're a little lean when it comes to being connected to the driving mental model of the enterprise, and they lack the curiosity and energy to connect to people who might be able to explain the big picture to them — how adds value or where it's going in the company.

Swimmers: About 38% of the less-

than-full-beaker population. Swimmers are positive and upbeat, if unfocused. They lack a mental model but would buy into one if it was explained to them. They have good energy and like hard work. They are easy to connect with but, sadly, are unconnected. They have curiosity but haven't acted on it.

Swimmers are the future of the organization. If treated respectfully, their attitudes will blossom. Involving them in enterprise strategy formulation, along with focused investment in management development programs and sponsorship of networking opportunities, will fill their beakers to the brim.

Floasters are groomed to become swimmers, if they're mentored and if you can convince them that what they do really matters. Sinkers usually do nothing other than sink.

Investing in the leadership skills of direct reports is one of the best IT investments you can make. By granting the freedom to learn and to teach, you will bestow upon your company the freedom to print money. **© 46155**

WANT OUR OPINION?

More columns and links to archives of previous columns are on our Web site: www.computerworld.com/columns

READERS' LETTERS

To Lead or Follow?

IT LEADERSHIP Bob Metcalfe and Nicholas G. Carr are both right ("Sneakers Clash in Sprinted Debate Over IT Relevance," Quick Link, 4/5/04). In many companies that simply follow the lead of innovators and use current platforms and operating IT, it isn't worth spending money on. In cases like that, you're best off keeping the technology and not doing anything special. Followers such as these prove Carr right every night. Nobody ever got fired for choosing what everyone else chooses.

Metcalfe chooses the path of excellence. For leaders, there are still places to find competitive advantage using IT. The problem is that if you're breaking a trail, you may not always use the easiest path. That is time-consuming and costly.

There's a huge difference between avoiding a competitive disadvantage and providing a competitive advantage. One is hard. It requires imagination and courage. One is easy. It requires solid management

skills. Either choice may be appropriate in a given situation. Neither is wrong. Where do you want to go?

Alma J. Wetzel
Former IT manager, Minnesota Vikings, alwetzel@comcast.net

IT'S NOT SO SURPRISING that Metcalfe and Carr were talking right past each other. Carr's point was simply that IT, in and of itself, may not provide a competitive advantage. Metcalfe's point was that IT innovation and those who skillfully take advantage of it easily will get a competitive advantage.

The message to be derived from both men is that any competitive advantage from IT innovation may be short-lived. As a consequence, for a company to maintain an advantage through IT, it will need to continuously invest in new IT capabilities, and the investment will need to be done in the most effective way possible.

As history has shown, successful implementation of new technologies is a hit-or-miss affair; sometimes it's successful, but other times it's an abysmal failure.

As with any highly charged debate, the two sides in an amalgam of both sides, data and positions. In this case, the truth boils down to this. Know what you're buying and why you're buying it, have a successful plan for using it, and be aware that the cycle of innovation and upgrade may be a treadmill that you can't get off of without a lot of pain.

Michael Frank
Network designer,
Boeing Shared Services Group, El Segundo, Calif.

AT LEAST in the way they were reported in the article, Metcalfe's arguments don't address Carr's arguments. In fact, they seem to reinforce Carr's arguments. Metcalfe states that if spending is currently high and that it is seen to be a high priority, but that doesn't determine whether such spending or expansion is advantageous. In fact, it heightens the urgency and importance of Carr's contention, if that contention is indeed correct.

Metcalfe also asks, "Who will provide leadership?" This is like ask-

ing me to be a guinea pig because someone else needs the results of an experimental drug. Again, if Metcalfe can't claim that one shouldn't try to lead with IT.

My own take on it is that, as is common in many heated arguments, there is really no argument at all. The answer hinges on which IT we are talking about. It is usually quite clear which IT is strategic and which IT is infrastructural.

Rajiv Jain
Consultant, Ann Arbor, Mich., rajiv.jain@usa.net

COMPUTERWORLD welcomes comments from its readers. Letters will be edited for brevity and clarity. They should be addressed to Jamie Eckle, Letters editor, Computerworld, PO Box 917, 500 Old Connecticut Path, Framingham, Mass. 01701. Fax: (508) 879-4543. E-mail: letters@computerworld.com. Include an address and phone number for immediate verification.

Q For more letters on these and other topics, go to www.computerworld.com/letters

ROBUST OBJECTS AND ROBUST SQL



A RARE SIGHT IN DBMS PRODUCTS

For your next generation of applications, move to the next generation of database technology.

Caché is the *post-relational* database that combines high-performance SQL for faster queries and an advanced object database for rapidly storing and accessing objects. With Caché, no mapping is required between object and relational views of data. That means huge savings in both development and processing time.

Applications built on Caché are massively scalable and lightning-fast. Plus, they require minimal or no database administration.

More than just a database system, Caché incorporates a powerful Web application development

environment that dramatically reduces the time to build and modify applications.

The reliability of Caché is proven every day in “life-or-death” applications at thousands of the world’s largest hospitals. Caché is so reliable, it’s the leading database in healthcare – and it powers enterprise applications in financial services, government and many other sectors.

We are InterSystems, a specialist in data management technology for twenty-five years. We provide 24x7 support to four million users in 88 countries. Caché is available for Windows, OpenVMS, Linux and major UNIX platforms – and it is deployed on systems ranging from two to over 10,000 simultaneous users.



Free White Paper

Read or request a copy of the Baroudi/Bloor white paper “The Failure of Relational Database, The rise of Object Technology and the Need for the Hybrid Database,” at www.InterSystems.com/cworld

© 2000 InterSystems Corporation. All rights reserved. InterSystems is a registered trademark of InterSystems Corporation. 1-01

SEEING Voices



VOICE-OVER-IP MONITORING TOOLS HAVE EVOLVED TO REMAIN IN THE UNIQUE PROBLEMS OF CONVERGED VOICE/DATA TRAFFIC ACROSS ENTERPRISE-SCALE NETWORKS

BY ROBERT L. SCHEIER

WHEN KEVIN LOPEZ began sending voice calls over his IP data network using a new IP telephony system two years ago, he had no way of monitoring voice traffic to maintain the quality of calls. "We didn't have any monitoring on the voice side, so we were totally reliant on our [data] network counterparts," he says.

Now, using Avaya Inc.'s Integrated Management software, he can configure a softphone — an applet that lets a PC function as a telephone — place a call between any two points on the network and hear the voice quality while tracking network metrics on screen. "It's almost like a speedometer," says Lopez, national manager of telecommunications at Grant Thornton Inc., a global accounting and auditing firm in Chicago with about 3,500 users on voice-over-IP systems. "[It] will show you in red, yellow and green where the call was in terms of lost packets, or any sort of error it encountered." The tool can also "roll back" the speedometer to view and diagnose network conditions at the precise moment when a user says he was having trouble.

VoIP still requires special tools and skills because voice traffic is far more sensitive than data to common problems such as dropped or delayed packets. But as tools for managing VoIP traffic have evolved, Lopez and other VoIP managers have become increasingly confident that they can manage even large-scale deployments of voice communications systems over converged voice/data networks.

Looking back at what he was capable of doing with the management tools that were available when he first deployed VoIP, Lopez says, "Life is so much better. We can see troubleshoot our own [problems] ... and see exactly what's happening."

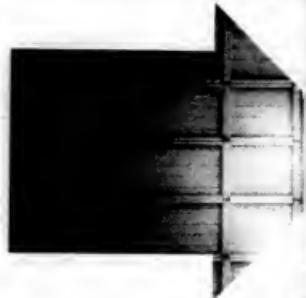
Network managers say the place to start is with network components and management tools that support Ethernet quality-of-service (QoS) standards for prioritizing voice traffic, and with management software that can do real-time, end-to-end monitoring of voice traffic across a LAN or WAN. Administrators should also do upfront evaluations of their networks to ensure that they can handle VoIP and

Continued on page 24

Unleash Linux!

We see flexibility as a key to growth. And the key to flexibility? Open, industry-standard systems. That's why more businesses are choosing HP systems to run Linux. Over 5,000 experts are helping our customers use Linux to support business-critical processes. We've also partnered with companies like BEA, Oracle and SAP to ensure your entire business can stay flexible. The result? You'll be ready for the changes of tomorrow.

www.hp.com/info/linux





change



hp



Solutions for the



Continued from page 21

learn to watch for subtle problems that don't interfere with data applications but wreak havoc with voice quality.

Voice traffic isn't a bandwidth hog, but on a converged network it can fall victim to unexpected, short-lived contention caused by, say, a user initiating a streaming video application. One key metric to track is propagation delay. A lag of only 50 milliseconds can create echo in a call, while delays greater than 250 milliseconds can cause one speaker to talk over the other.

Jitter, the variation in arrival times of voice packets that should all arrive at the same moment, is another problem. One way to reduce jitter is to store and hold early-arriving packets until their slower counterparts arrive. However, making such "jitter buffers" too large can itself increase delays in the processing of the voice packets, reducing voice quality.

Designers of VoIP networks need to do upfront assessments to be sure their networks can handle the demands of temperamental VoIP traffic. They should also pay close attention to network performance metrics that barely mattered in the more familiar world of data traffic. But to do that, administrators need specialized tools.

Basic Requirements

The first requirement for any network management tool is that it must support QoS, Sean McRae, vice president and CIO at Prudential Northwest Properties, a real estate firm in Portland, Ore., uses Network Supervisor monitoring software from 3Com Corp. in Marlboro, Mass. The software "allows us to keep an eye on our WAN traffic between all of our servers and routers" to ensure that voice packets get top priority, he says.

The second requirement is the ability to perform real-time traffic monitoring so administrators can troubleshoot short-lived problems that cripple voice quality. Another common and useful feature is the ability to see the condition of the network at the point in time when the user reported a problem.

Network managers also need a tool that can monitor all of the network components along the call path that might affect voice quality. Lopez, for example, wants to see alerts not only for his IP private branch exchanges, but also for switches on any other component that is failing or overloaded.

Sources of man-

agement tools include the vendors that make network components such as switches and routers, as well as the manufacturers of IP telephony systems. For example, Nortel Networks Ltd.'s Optivity Policy Services and Optimity Network Management System provide central management and control of QoS across a network.

Third-party management software vendors also focus on VoIP management. Concord Communications Inc.'s eHealth Voice Quality Monitor assesses network readiness and monitors ongoing voice quality. The tools aren't cheap: a basic eHealth system starts at \$6,000, and a more comprehensive package that manages QoS and the end-to-end network infrastructure starts at about \$150,000.

NetIQ Corp.'s Vivinet Manager Suite provides proactive network and system monitoring and automatic alerting. It provides integrated monitoring of IP telephony, unified messaging and video applications. The suite also helps network administrators determine if voice problems are being caused at the hardware, operating system or application level. Pricing varies by customer environment, but a system capable of managing a 100-phone Cisco CallManager deployment costs about \$6,000.

Another NetIQ application, the \$5,000 Vivinet Diagnostics, finds the source of voice quality problems, identifies the causes and prioritizes them, combining network discovery, synthetic transaction monitoring and monitoring of LANs, WANs and network devices. Because VoIP management is still a relatively immature area, management tools supplied by IP telephony system vendors such as Nortel, Cisco Systems Inc. and Avaya work best with their own products, says Robert Rosenberg, president of Insight Research Corp. in Boonton, N.J. And some management features may not work with gear from other vendors.

This can be a problem because most customers use VoIP technology from a number of vendors, says Darrell Epps, a technical assistance manager at NextraxOne LLC, a systems integrator and managed service provider in Houston. However, he says, over the past 12 to 18 months, several independent vendors of management software have made progress in producing software that can manage VoIP components from multiple vendors.

They include NetIQ and Concord as well as Micromuse Inc., which offers a system called Netcool for VoIP.

Six Ways to Improve VoIP Traffic

1 Assess your network to ensure that all components can handle both voice and data.

2 Put management tools in place before the first call is made.

3 Configure network QoS to give voice traffic top priority.

4 Manage voice and data using a common tool set.

5 Do real-time, end-to-end monitoring of voice quality.

6 Create train voice and data staff so they understand each other's needs.

Network Supervisor, to monitor both the data and voice side of his network.

Bruno Battocchio, communications specialist at Falconbridge Ltd., a Toronto-based mining company, uses a combination of Nortel's Optivity management software and a traditional packet analyzer to monitor the performance of IP phones linked to a Nortel Business Communications Manager system in an underground mine. "We didn't mix and match equipment" from multiple vendors, Battocchio says, adding that he wanted to avoid situations he has faced in the past where different vendors blamed one another for a problem instead of fixing it.

Looking forward, vendors hope to provide "self-healing" networks with tools that not only proactively find problems but also fix them automatically. By 2005, Nortel hopes to be shipping a version of Optivity that can automatically solve voice quality problems by resetting a network port or redefining the QoS settings implemented on a switch, says Clive Forrester, vice president of engineering for enterprise network and service management at Nortel in Brampton, Ontario.

John Montgomery uses management tools that can automatically reroute voice packets if a slowdown hits part of the network, something that he says is now "a highly manual process." Montgomery, vice president and chief technology officer at Embarcadero Systems Corp. in Alameda, Calif., is about one quarter of the way through a plan to move 1,000 users to Cisco's IP telephony system. Although each upgrade of Cisco's software management software brings more features, he says proactive troubleshooting features have been slow to materialize.

Despite some limitations, most observers say today's VoIP management software is up to the task of managing large-scale VoIP deployments — although it can cost anywhere from \$25 to hundreds of dollars per user per year, depending on the number of users and the range of functions required, says Ronald F. Griswold, an analyst at Frost & Sullivan Ltd. in Toronto.

"The management tools we have today are designed for installations of tens of thousands, if not hundreds of thousands, of users," says McRae. But choosing the right tool, and knowing how to use it, requires an understanding of the finicky new world of VoIP.

© 45708

Scheier is a Computerworld contributing writer in Boylston, Mass. He can be reached at rscheier@charter.net.



KVMs

perfected!

Control More Computers for Less Money, in Less Space and in Less Time with Tripp Lite KVM Switches

Tripp Lite KVM Switches offer the most economical and convenient solutions available for controlling up to 512 PCs or servers with a single keyboard/video/mouse console. Save money, space and time by eliminating unnecessary consoles, removing cable clutter and avoiding the need to move between multiple consoles.



16-Port 1U Rackmount

- All-in-one console KVM switch includes a keyboard, 15" LCD screen, touch pad and 16-port KVM switch in an easy-slide 1U rack drawer
- Built-in on-screen display gives you control over all ports
- Daisy-chain capability and two-level password security
 - 2 models available (one features integrated console KVM switch as shown)



8-Port 1U Rackmount

- Slim 1U cabinet design with daisy-chain capability
- On-screen display gives you control over all ports

4-Port Desktop

- Compact desktop design with individual port selection button
- Notebook and wireless-ready

2-Port Desktop

- Compact desktop design with individual port selection button
- Notebook and wireless-ready
- Includes 2 cable kits



TRIPP LITE



TRIPP LITE

Tripp Lite
KVM Switches—
The Perfect Toy for
Control Freaks!

**For more information on Tripp Lite KVM switches,
or to locate a reseller-partner,**

visit Tripp Lite's website:

<http://www.tripplite.com>

Resellers: For special demo unit pricing, call Matt Mulac at 773-869-1091.

TRIPP LITE

ISO
9001

www.tripplite.com
1111 W 35th Street
Chicago IL 60609
(773) 869-1234

BRIEFS

Vendor Upgrades Event Technology

Network Intelligence Corp. in Westford, Mass., has upgraded its security event management software and hardware. The company's *enVision* Version 2.003 software is designed to let users correlate security-related data with similar data captured in the past. It also features a customized alerting feature and expanded device support. Network Intelligence's new 50 Series event management appliances feature the latest *enVision* software and a dedicated object database. Pricing for the 50 Series starts at about \$50,000 for midsize companies and about \$180,000 for large enterprises.

Intranets.com Adds Calendaring

Intranets.com Inc. in Webber, Mass., has added functions to its Online Collaboration Suite, which is designed to allow corporate users to manage and coordinate events anywhere in the world using a Web browser. The company said that the new calendaring feature will let users check for scheduling conflicts, synchronize appointments with a Palm-based handheld or Microsoft Outlook and notify participants of meetings via e-mail. They are available now at an additional charge to Intranets.com customers.

NetScreen Offers SSL Meeting App

NetScreen Technologies Inc. in Sunnyvale, Calif., has announced the availability of its new NetScreen Secure Meeting, a Secure Sockets Layer-based appliance for securing online meetings and application-sharing sessions. NetScreen said that the appliances let companies securely provision online meetings and collaboration sessions with up to 250 users. The appliances support policy-based authentication, authorization and control management of users in a collaborative session.

ROBERT L. MITCHELL

Almost Real Time

THREE ARE DOZENS OF WAYS to search for flights to Florida, and I tried them all. I carefully worked each of the three big Web travel sites at the same time, juggling multiple browser windows. Orbitz, Travelocity and Expedia each offered different results. I tried alternative dates and airports. After more than an hour, I emerged from my office and called in my wife to confirm the final choice, bragging that the savings had been worth the time spent. But when I made that last mouse click to commit the transaction to my credit card, the reservation didn't go through.

My wife, who now calls me "Mr. Comparison Shopper," thinks I'm not playing with a full deck. But I suspect that the true problem was that I wasn't playing in real time.

The airline reservations business is probably closer to real-time computing than any other industry except for financial services. But the database interactions among business partners required to provide real-time reservations data shows just how big a challenge real time presents.

Until the moment I tried to book my flight, I wasn't talking to the vendor's primary reservations database. I was accessing a secondary database designed for inquiries. Using such databases for flight searches makes a lot of sense, since the IT folks don't want thousands of queries bombarding the systems executing transactions that bring in real revenue.

Sabre Holdings' arrangement is typical. The global distribution system (GDS) vendor's high-speed, fault-tolerant HP NonStop servers consume data in a highly optimized database. At the same time, MySQL databases — 45 of them residing on an Itanium-based Linux server farm — serve up lowest-fare flight data in response



to customer inquiries. Unless fare price and seat-availability data presented to customers is updated in real time, users may not learn that a fare is unavailable until they try to complete the purchase. Sabre has addressed part of this issue by delivering continuous, live updates from the NonStop system to its MySQL database server farm.

A third-party data synchronization tool from San Francisco-based Goldenteam Software provides synchronous updates between databases. That's one reason why my corporate travel agent, Suzette, never has a problem confirming a fare using her direct connection into the Sabre system. She says employees like me call all the time saying they've gotten a better fare, "I say, 'That's great; see if you can complete it.' And they can't," she says.

The reason they can't may have something to do with the way reservation systems receive updates from individual airlines. For example, at Sabre, secondary databases contain only fares, rules and schedules. Prices are calculated in the primary NonStop database, and for real-time seat availability, the reservation system must query the individual airlines' mainframe databases.

Even the pricing information isn't in real time: Sabre and other GDS vendors receive updates five times each day from Airline Tariff Publishing Co., an industry cooperative. But providing

real-time seat availability data is the biggest challenge.

A travel Web site can generate 100 searches per second that sift through 1,000 flights each. The volume of requests needed to verify seating for all of those would overwhelm the airlines' availability databases. To get around this problem, travel Web sites cache data and display hundreds of fares that the system predicts will be available.

The downside is that customers may receive options that don't exist — either because the seating is unavailable or pricing data has changed — and whoo' know it until they try to make the purchase. The alternative, which Sabre prefers, is to confirm availability in real time, but show fewer options.

The airlines don't like Web sites caching availability information, but they can't respond to the potential volume of incoming requests, says Alan Walker, vice president at Sabre Labs. His company would like to bring a copy of each airline's master seat-inventory database in-house and receive real-time updates to it. In this way, it could compute availability and offer a larger number of accurate flight options to users. But in a round-the-clock system with such high transaction loads, Walker says the transition would be like "changing a tire at 100 miles per hour."

However, Walker doubts that these issues have anything to do with why I couldn't book my reservation. The other reason why Suzette never fails to book a ticket is because, unlike me, she can hold seats before they're purchased. So although it's possible that an inaccuracy in my fare search results was to blame, it's more likely that time spent comparison shopping did me in. Most likely, Walker says, "your seats were sold out from under you." And for some strange reason, my wife thinks that's funny. 

WANT OUR OPINION?

For more columns and links to our archives, go to www.computerworld.com/opinions

MANAGEMENT

04.19.04

EVERY NIGHT, United Parcel Service Inc. processes an average of 600,000 packages through its massive Worldport hub in Louisville, Ky. One hundred aircraft fly in and out of the 4 million-square-foot facility. It's a feat of industrial choreography that the company couldn't accomplish without advanced IT systems, says Jovita Carranza, vice president of air operations.

Carranza, who started her career with UPS in Los Angeles loading trucks, says it would be cost-prohibitive to handle that package volume manually. Plus, the Atlanta-based company has to process all the packages slated for overnight delivery between 11:30 p.m. to 3:30 a.m. — a goal it couldn't meet if it had to sort them all manually, she says.

Moreover, automation has helped UPS increase employee retention by reducing the manual workload, says Al Rapp, vice president of human resources at the UPS Airlines unit.

That's important for UPS, Rapp says, because worker turnover threatened to tap out the labor pool in Louisville. Brian Clancy, a consultant at transportation and logistics consulting firm MergeGlobal Inc. in Arlington, Va., agrees. He says that by cutting the amount of manual labor involved, UPS can better attract and retain the 5,000 workers needed to staff Worldport.

Worldport's IT and automation systems run on a mind-boggling array of hardware, including almost 14,000 computer devices (see box, near page). These systems, which include 30TB of online storage, are networked via 5,500 miles of fiber-optic cable and control 122 miles of conveyor belts that move the packages, according to Ted Gallagher, Worldport's systems manager.

Managing 'The Machine'

UPS invested \$300 million in software development for the Worldport applications, says Gallagher, who refers to the combination of hardware and software as "The Machine."

Though UPS used some outside consultants, CIO and Senior Vice President Ken Lacy says the company had no choice but to develop the infrastructure in-house, "since it was not available off the shelf." Besides, in-house development has made it easier



Automation at the Worldport hub speeds up package sorting, cuts manual labor and helps UPS compete with rival FedEx.

to maintain and troubleshoot the systems, he says.

Gallagher says Worldport runs on 10 major applications tied together by company-developed middleware called the Common Message Environment. This software uses a proprietary messaging protocol, allowing for easy transfer of information among disparate applications, including mainframe-based legacy systems and newer e-business applications.

While The Machine manages Worldport, UPS maintains an IT staff of more than 100 people to manage it. That management starts at the most basic level on a daily basis, with what Greg Eichner, manager of the Worldport technical support group (TSG), calls a "pretrip" inspection of critical systems throughout the facility.

About two hours before the sorting process begins, John Music and five other technicians from the Worldport

service desk walk through sections of the building, checking key components such as the computerized scales that weigh igloo-shaped containers filled with packages to be loaded onto aircraft.

Those massive scales, located at each of the hub's 44 aircraft loading doors, are networked to a system developed by UPS called the Distributed Weight and Balance System, which ensures that containers are loaded onto



This aerial view shows the gigantic size and complexity of Worldport.

UPS Worldport Louisville International Airport

Physical infrastructure:

4 million-square-foot building, housing 17,000 conveyor systems with an overall length of 222 miles, built for \$1 billion

Operations

- Process just under 1 million packages a day in two shifts
- Can sort 304,000 packages per hour
- Individual packages can be sorted in as little as eight minutes to a maximum of 43 minutes

aircraft in an order that promotes load stability.

The service technicians also pay particular attention to the status of the scan guns that read the all-important bar codes, testing one out of every five, Echteman explains.

The scan guns account for the majority of hardware problems the TSG handles because the devices are often dropped on the floor.

As the TSG teams finish their work, hub controllers such as Terry Rigidon get settled at their desks in the operations control center high above the Worldport floor. In front of Rigidon are three computer screens that serve as windows into what Gallagher calls the brain of The Machine: the Human-Machine Interface system.

This system allows Rigidon to observe and manage the flow of packages throughout the building. Rigidon can monitor key applications such as the control of the programmable logic controllers (PLCs), which direct compressed-air pucks, or bumpers, to push packages from belt to belt or to chutes and deliver the packages to workers for loading into outbound containers.

IT infrastructure:

- 5,177 desktop and industrial PCs and terminals
- 505 Intel servers
- 159 midrange servers, including 10000s
- 1,420 printers
- 5,188 scanning devices
- 500 telephone concentrators (switches and servers) communicating over 5,500 miles of gigabit-speed fiber-optic cable
- 30TB of online storage capacity
- Database system handles 50 million transactions per hour

The PLCs determine where to route the packages based on bar-code labels, which are read either by scanners or high-resolution cameras. Gallagher says. Donna Barrett, a UPS spokeswoman, says 93% of the packages handled by Worldport use these labels, which in UPS lingo provide package-level detail (PLD).

Customer Cooperation

Getting that detailed information requires customer cooperation, which Barrett says the company achieves by explaining the benefits to large shippers and, in some cases, providing them with label printers. Small shippers, including individuals, can create their own labels on the UPS Web site and print them on laser or ink-jet printers.

Project leader Mark Dilk says that when customers create a PLD label, they also automatically feed data about their packages to Worldport over the UPS global network. This helps Worldport staffers build a twice-daily "sort plan," which reconfigures the mammoth facility and its 17,000 conveyors to match the expected package flow.

Gallagher says, "The sort plan is the key to management of the company's next-day air shipments."

Worldport has to handle package flows that change daily, plus seasonal variations such as huge volume increases at Christmas. To do that, Gallagher says, loading and unloading positions at Worldport and the miles of conveyor belts in between must be reconfigured through the sort plan, which is managed by an application called the Flexible Lineup Editor (FLEX).

The Secret Sauce

FLEX is the "hidden secret sauce" of Worldport, Gallagher says, because it manages the building's configuration "so all the dependent applications know where the packages go." FLEX executes this reconfiguration twice a day, he adds, once for the night shift (for next-day packages) and once for the day shift (when processes about 300,000 second-day air packages).

Two systems (one for domestic packages and one for international) feed package-tracking data to the UPS data center in Mahwah, N.J. This information is later used to help customers track the packages over the UPS Web site.

Once a package completes its journey across the 12 miles of conveyor belts, it's directed to a destination chute and loaded in a container, ready to be rolled onto an aircar. Throughout the process, most packages are touched only twice by humans: once for unloading and once for loading, Gallagher says.

The containers are then pushed onto the automated scales, checked by the Distributed Weight and Balance System and put on an aircar.

As the last container is loaded, the hub of the conveyor belts momentarily ceases and Worldport grows almost silent. But not for long. Just in a matter of hours, another team of Worldport TSG technicians will start to check IT hardware in preparation for the day shift, and FLEX will start to build a new sort plan and reconfigure systems for the hub that rarely rests. **© 45962**

HOMEGROWN APPLICATIONS

UPS spent \$300 million to internally develop 50 applications for Worldport. Read about the core systems for managing the hub: **QuickLink 45967**.

Preemptive Strike: The UPS Worldport technical support group defends the system from worm and virus attacks through constant monitoring of hacker and security intrusions, which leads to an early and effective defense.

QuickLink 45966
www.computerworld.com

FedEx vs. UPS: The Technology Arms Race

FEDEX CORP.'S main hub in Memphis can more than match the UPS Worldport hub in Louisville, Ky., in terms of package throughput, thanks to its automated systems, according to Alex Vergos, a senior technical adviser at the company's services division.

Vergos says FedEx could move 325,000 pieces per hour through its Memphis "small sort" facility, which also handles overnight letters. He adds that FedEx can also sort 125,000 small packages per hour using separate automation systems and conveyors in the same 3 million-square-foot building.

That tops the UPS hub in Louisville, which can move 304,000 packages per hour through a 4 million-square-foot building. However, UPS moves a higher volume of large packages through Worldport, such as automobile tires strapped onto wooden pallets, which in turn are placed in metal transporters for sorting.

Vergos says the average transit time for a small package in Memphis is about seven minutes. Ted Gallagher, Worldport's systems manager for operations planning and control, says Worldport could move a package of any size through that facility in between eight and 43 minutes.

UPS and FedEx are in a "technology arms race" to move packages smarter and faster, with each "light years" ahead of competitors such as Belgium-based DHL International Ltd. and the Emery Forwarding division of Palo Alto, Calif.-based CNF Inc., says Brian Clancy, a consultant at MergersGlobal, a transportation consulting firm.

Clancy declines to say which hub has the most automated hub. But he says that UPS tops FedEx in using IT and automation to reduce manual workloads in Louisville.

"The number of man-hours per package is less in Louisville than it is in Memphis, which on that basis makes Worldport the best hub," Clancy says.

—Bob Brown



An aerial view shows the gigantic site and complexity of Worldport.

By Michael Kassner

Worldport's update that includes a new system with an initial cost of \$100 million.

Processors run under Linux and update a day or two shifts. One sort 304,000 packages per hour. An individual package can be sorted in 10 to 15 minutes to a maximum of 43 routes.

aircraft in an order that promotes load stability.

The service technicians also pay particular attention to the status of the scan guns that read the all-important bar codes, testing one out of every five, Echaser explains.

The scan guns account for the majority of hardware problems the TSG handles because the devices are often dropped on the floor.

As the TSG team finish their work, hub controllers such as Terry Rigidon get settled at their desks in the operations control center high above the Worldport floor. In front of Rigidon are three computer screens that serve as windows into what Gallagher calls the brain of The Machine: the Human-Machine Interface system.

This system allows Rigidon to observe and manage the flow of packages throughout the building. Rigidon can monitor key applications such as the control of the programmable logic controllers (PLCs), which direct compressed-air pucks, or bumpers, to push packages from belt to belt or to chutes and deliver the packages to workers for loading into outbound containers.

5,177 desktop and network PCs

248 terminals

309 mid-range servers

500 high-end servers

540 printers

5,168 scanning devices

500 high-end programmable controllers

switches and so on) communicating over 5,500 miles of equipment-free, bare-steel cable.

30TB of on-site storage capacity

Database system handles 50 million transactions per hour

The PLCs determine where to route the packages based on bar-code labels, which are read either by scanners or high-resolution cameras, Gallagher says. Donna Barrett, a UPS spokeswoman, says 93% of the packages handled by Worldport use these labels, which in UPS lingo provide package-level detail (PLD).

Customer Cooperation

Getting that detailed information requires customer cooperation, which Barrett says the company achieves by explaining the benefits to large shippers and, in some cases, providing them with label printers. Small shippers, including individuals, can create their own labels on the UPS Web site and print them on laser or ink-jet printers.

Project leader Mark Dilk says that when customers create a PLD label, they also automatically feed data about their packages to Worldport over the UPS global network. This helps Worldport staffers build a twice-daily "sort plan," which reconfigures the mammoth facility and its 17,000 conveyors to match the expected package flow.

Gallagher says, "The sort plan is the key to management of the company's next-day air shipments," he says.

Worldport has to handle package flows that change daily, plus seasonal variations such as huge volume increases at Christmas. To do that, Gallagher says, loading and unloading positions at Worldport and the miles of conveyor belts in between must be reconfigured through the sort plan, which is managed by an application called the Flexible Lineup Editor (Flex).

The "Secret Sauce"

Flex is the "hidden secret sauce" of Worldport, Gallagher says, because it manages the building's configuration "so all the dependent applications know where the packages go." Flex executes this reconfiguration twice a day, he adds, once for the night shift (600 second-day packages) and once for the day shift (which processes about 300,000 second-day air packages).

Two systems (one for domestic packages and one for international) feed package-tracking data to the UPS data center in Mahwah, N.J. That information is later used to help customers track the packages over the UPS Web site.

Once a package completes its journey across the 122 miles of conveyor belts, it's directed to a destination chute and loaded in a container, ready to be rolled onto an aircraft. Throughout the process, most packages are touched only twice by humans: once for unloading and once for loading, Gallagher says.

The containers are then pushed onto the automated scales, checked by the Distributed Weight and Balance System, and put on an aircraft.

As the last container is loaded, the hub of the conveyor belts momentarily ceases and Worldport grows almost silent, but not for long. In just a matter of hours, another team of Worldport TSG technicians will start to check IT hardware in preparation for the day shift, and Flex will start to build a new sort plan and reconfigure systems for the hub that rarely rests. **© 45962**

HOMEGROWN APPLICATIONS

UPS spent \$100 million to internally develop 50 applications for Worldport. Read about the core systems for managing the hub. **QuickLink 45967**

Proactive Defense: The UPS Worldport technical support group defends the system from worms and viruses through constant monitoring of hacker and security newsgroups, which leads to an early and effective defense.

QuickLink 45968
www.computerworld.com

FEDEX CORP.'S main hub in Memphis can move than match the UPS Worldport hub in Louisville, Ky., in terms of package throughput, thanks to automated systems, according to Alex Verges, a senior technical adviser at the company's service division.

Verges says FedEx can move

325,000 pieces per hour through its Memphis "last sort" facility, which currently handles overnight letters.

He adds that FedEx can also sort

125,000 small packages per hour using separate automation systems and

conveyors in the same 3 million-square-foot building.

That tops the UPS hub in Louisville, which can move 304,000 packages per hour through a 4 million-square-foot building. However, UPS moves a higher volume of large packages through Worldport, such as automobile tires strapped onto wooden pallets, which in turn are placed in metal transporters for sorting.

Verges says the average transit time for a small package in Memphis is about seven minutes. Tel Gallagher, Worldport's systems manager, for operations planning and control, says Worldport could move a package of any size through that facility in between eight and 10 minutes.

UPS and FedEx are "incredibly similar" in their operations, according to

ACCESS

Enterprise Rent-A-Car wanted to reduce operational costs. Xerox found the key to success was helping them get access to 2.4 million vital documents a month over their intranet. There's a new way to look at it.

Enterprise Rent-A-Car wanted to make their document process more efficient. So they consulted with a team of document experts from Xerox. Working together, they analyzed the document process across thousands of locations worldwide, and initiated systemic improvements in key aspects of filing and retrieving mission-critical documents. By implementing a Xerox Global Services Imaging and Retrieval solution, 2.4 million critical docu-

ments a month are scanned and stored into an electronic repository, making them instantly available over the Enterprise Intranet whenever needed. The result: Documents are managed in a timely manner. Redundancy and errors are cut way back, and security is maximized. To find out how Xerox can bring this kind of time and cost-saving expertise to your business, simply call your Xerox representative or visit our website today.

Learn more: xerox.com/learn For a sales rep: 1-800-ASK-XEROX ext. LEARN

© 2008 XEROX CORPORATION. All rights reserved. SEROXATM the Document CompanyTM and There's a new way to look at it are trademarks of XEROX CORPORATION. EnterpriseTM is a trademark of Enterprise Rent-A-Car Company.

THE DOCUMENT COMPANY

XEROX.

EXEC TRACK

Lewis Joins Cruise Company as CIO

Doug Lewis has been named senior vice president and corporate CIO at Carnival Corp., the world's largest cruise company. In the newly created position, Lewis will work with Carnival's 12 operating units to develop a corporatewide IT strategy. He will also lead the Miami-based company's IT CIO Council, which is made up of CIOs from each operating unit. Lewis previously served as CIO at Six Continents Hotels Inc., AT&T/Lucent and Pratt & Whitney.

GeoLogistics Picks Kirk to Lead IT

GeoLogistics Corp., a third-party logistics company in San Jose, Calif., announced the appointment of Charles Kirk as CIO. Kirk previously held IT head at CAS Wholesale Grocers Inc., a Bradenton, Fla.-based grocery wholesaler. He also led consumer marketing IT initiatives at General Motors Corp. and logistics projects at FedEx Corp.

Garvey Is New IT Chief at Warnaco

The Warnaco Group Inc., a New York-based apparel company, has named Michelle Garvey CIO. Previously, she served as CIO at MemberWorks Inc., a partnership marketing company, and held IT positions at Brooks Brothers, American Department Stores Inc. and Arthur Andersen LLP.

Health Care Firm Taps Probst as CIO

Mark Probst was appointed vice president of IT and CIO at Intermountain Health Care Inc. in Salt Lake City. Prior to joining IHC, Probst was a partner at a consulting firm and CIO of a large third-party administrator.

BARBARA GOMOLSKI

It's Time to Re-engineer IT

INFORMATION TECHNOLOGY PROFESSIONALS are usually the best in the organization when it comes to business process re-engineering. Why is it then, that the IT group often has some of the most "underengineered" processes in the company? It's true. IT is great at looking at business processes in other parts of the organization but not as comfortable looking at how its own work gets done.

There are still many "world-class" IT groups that can build enterprise-scale applications but lack a standard process for problem resolution or operational change management. Increasingly, IT leaders are getting interested in process improvement. This is partly because most companies are still looking for ways to reduce IT costs.

If you're like many IT managers, you've already consolidated servers, audited telecommunications bills and squeezed your hardware and software vendors for better deals. Indeed, for many companies, the low-hanging fruit of IT cost cutting has already been harvested. Further reduction in IT costs may be possible, but it will likely require taking a close look at the processes of the IT organization.

Naturally, increased efficiency isn't the only motivator for sharpening IT processes. By re-engineering its processes, the IT organization can also improve the quality of its service.

There are hundreds of processes in most IT organizations. It's overwhelming to tackle them all at once. In fact, it's probably feasible to look at only three or four key processes in the next 12 months because you have to keep IT running while you do this.

When looking at process maturity, many IT organizations start with the



basics, like operational change management. Essentially, these are processes that define how changes to the IT environment are received, reviewed, analyzed, approved, prioritized and executed.

Other key areas that often get attention at the early phase of process improvement are IT financial management, configuration and capacity management, and the management of IT assets, procurement and vendors. In addition, IT organizations often consider processes around the management of service levels, application life cycles and quality assurance.

The best way to begin is to focus on the process "pain points" in your organization. For instance, if your staff is still responding to end-user requests in an ad hoc fashion, you'll want to look at your request management processes. Or if you find that basic information about IT capabilities isn't getting out to your internal customers, you'll want to focus on your communications processes. Maybe IT planning is weak, or budget estimates fail to hit the mark.

Whatever the issue, begin by isolating the processes around the problem. (Sometimes there will be no documented processes, and IT leaders will have to interview IT staffers to find

out how issues are handled.)

You'll find that there are several examples of well-defined IT processes already in existence. In the application development arena, the Software Engineering Institute's Capability Maturity Model provides a framework for process improvement.

The IT Infrastructure Library, originally developed by the U.K. government, has become a popular framework for key IT processes such as change, problem, configuration and release management. Because of its European roots, ITIL has been more widely adopted in the European Union than it has in the U.S., but its popularity on this side of the pond appears to be growing. The following are some other IT process frameworks worth considering (QuickLink 44933):

■ **Control Objectives for Information and Related Technology (CoBIT).** A framework to ensure that IT resources are aligned with business objectives. CoBIT defines 34 IT processes and links them to more than 300 tasks.

■ **Six Sigma.** A methodology in which processes are continuously refined until their outcomes fall within an acceptable level of defects. Because of its roots in manufacturing, there is ongoing debate as to how applicable Six Sigma is to IT.

■ **ISO 9000.** A standard that primarily focuses on achieving predictability in business processes.

Regardless of whether an IT organization uses a predefined methodology for improving its processes, it's a good idea for every IT group to periodically review how the company does things. This is particularly true as IT organizations continue to look for ways to be more efficient and service-oriented.

© 45730

WANT OUR OPINION?

For more columns and links to our archives, go to www.computerworld.com/experts

EMC²
where information lives

Fr: chained to your desk

To: free to take that vacation



EMC CLARIION[®] CHANGES THE WAY YOU THINK ABOUT STORAGE. Your information and applications will be there when you get back. But some of the hassles of managing them will be gone forever. The new CLARIION CX series makes your online information safer and gives you simple, powerful management software. Network flexibility for SAN or NAS. Scalable solutions starting below \$10,000. To learn more, visit www.EMC.com/backup. Or call 1-866-464-7381.

Find an authorized EMC Velocity[®] Partner at www.EMC.com/velocity.

FREE



27

MAGAZINES

Joy
Link
?

VeriSign

www.verisign.com

W

Serv

New S

www

KNOWLEDGE CENTER DISASTER RECOVERY

04.19.04



Classic Mistakes

Here are the five most common errors that companies make when preparing for disaster. [Page 36](#)



A Dose of Reality

Nothing gives you awarts-and-all experience like testing your disaster recovery plan in the real world. [Page 38](#)



Listen to Mom

Dear old Mom said to expect the worst. That's good advice for managing disaster recovery efforts with your outsourcers, says columnist Mark Hall. [Page 41](#)

Preparing for the Worst

Managers describe their plans for protecting the business from disasters and avoiding classic blunders.



EDITOR'S NOTE

IT'S DISASTER RECOVERY TIME. It's a topic that's been in the news a lot lately. What could you possibly do with that?

It's a topic that's been in the news a lot lately. What could you possibly do with that?

It's a topic that's been in the news a lot lately. What could you possibly do with that?

It's a topic that's been in the news a lot lately. What could you possibly do with that?

money, especially if you have to pay vendor fees you must do a day and a half to comply with the Sarbanes-Oxley Act. Often, these rules have actually reduced the law or its regulations for the rest of us.

Don't be a manager principal at

disaster recovery committee. Step up to avoid

problems down the line by having your

systems require recovery in 48 to 72 hours, may need only inexpensive tape backups, while the third tier may need nothing at all, Del Lato says.

All that the business executives and regulators really require is that you take prudent steps for business continuity. You don't have to bankrupt the company. ☐ 49992

Mark Batty is Computerworld's Features editor. Contact him at mark_batty@computerworld.com.

Illustration by [Eric Shadley](http://www.ericshadley.com)

1

KNOWLEDGE CENTER DISASTER RECOVERY



Classic Mistakes

Here are the five most common errors that companies make when preparing for disaster.



A Dose of Reality

Nothing gets your ears perking like testing your disaster recovery plan in the real world.



Listen to Mom

Dear Old Mom: What's the first thing you do when preparing for disaster? You call your mom. Columnist Mark Duley has the details.

Preparing for the Worst

Managers describe their plans for protecting the business from disasters and avoiding classic blunders.



EDITOR'S NOTE

ARE YOU OVERSPENDING ON DISASTER RECOVERY? I know it seems like a ridiculous question. How could you be? Newspaper headlines throw more risks — and regulators throw more requirements — in your face almost every day. Besides, this is a special report on disaster recovery, so of course it's full of suggestions of Things You Ought to Do, which usually require spending more money, not less. Even if your disaster recovery situation is pretty good, you still have to worry about your suppliers and outsourcing contractors.

But it is possible to overspend on disaster

recovery, especially if you listen to every vendor saying you must do x, y and z to comply with the Sarbanes-Oxley Act. (None of those sales weasels have actually read the law or its regulations, you can bet on that.)

Tim DeLisle, managing principal at Corigian LLC, a disaster recovery consultancy in Chicago, says the way to avoid overspending is to establish three tiers of disaster recovery based on business requirements. It begins with the CIO asking business managers which few applications are truly critical and require recovery within 24 hours to keep the business afloat. You don't have to mirror everything! The second tier of applications,

which require recovery in 48 to 72 hours, may need only inexpensive tape backup, while the third tier may need nothing at all, DeLisle says. All that the business executives and regulators really require is that you take prudent steps for business continuity. You don't have to bankrupt the company. **45962**

Mitch Betti is Computerworld's Features editor. Contact him at mitch_betti@computerworld.com.

KNOWLEDGE CENTERS ONLINE

More news and resources are available at our Disaster Recovery Center. QdRiskLink.a91900 www.computerworld.com

KNOWLEDGE CENTER DISASTER RECOVERY

These tips from users with well-worn recovery plans will help keep your business running during the most common disasters. By Lucas Mearian

ONE KEY TO KEEPING your business on its feet in a disaster is anticipating the sometimes cascading effects a catastrophe can have on your IT operation.

Take Miami-Dade County, for example. When a hurricane hit southern Florida in 1992, the county's data center lost power. Diesel generators had overheated when well water ran out because high winds had broken water mains and lowered the water table. IT managers later had air-cooled generators installed.

One of the problems with disaster recovery, experts say, is that although most companies have plans for common scenarios — weather-related emergencies, headquarters lockouts and massive power outages — those plans aren't regularly tested or communicated to end users. In fact, in a recent survey of 283 Computerworld readers, 81% of the respondents said their organizations have disaster recovery plans. But 71% of the respondents at companies with plans said the plans hadn't been exercised in 2003.

It takes forethought to avoid a business shutdown during a disaster. Experts and users agree that there are steps you can take to increase your chances of coming through the most common disasters unscathed.

Weather-Related Emergencies

"If you look at why facilities fail (during weather disasters), it's all pretty predictable. They call it an act of God, and I call it an act of stupidity," says Keo Brill, executive director of The Uptime Institute in Santa Fe, N.M. Hurricanes threaten Miami-Dade

County's data center every year from June through November, yet IT managers still struggle with getting everyone to understand the importance of disaster planning. "The challenge we always have is to make sure the staff is completely involved and we have participation," says Ruben Lopez, director of the enterprise technology services department for the county.

Miami-Dade County gives itself a 56-hour window to test its disaster recovery plan each year by cutting over to its alternate data center and restoring data. It uses the time to find deficiencies and later corrects them.

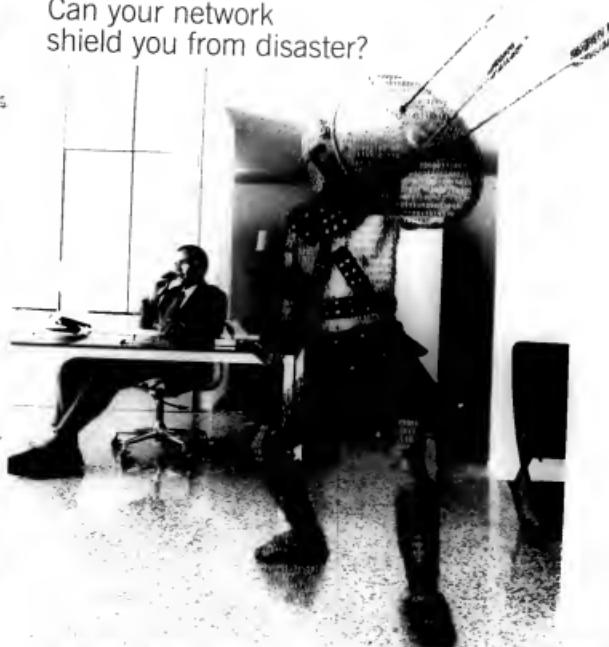
"Business continuity and disaster recovery preparedness is all about figuring out what your deficiencies are and how you're going to fix them. It's not about how to get an A+ on paper," says Joe Torres, disaster recovery coordinator for Miami-Dade County. He points out that it's not the people's testing during a disaster recovery exercise but the plan — "because you can't depend on the people being available."

"You're going to give them a book with instructions, and they need to be able to follow that," Torres says. One-step Miami-Dade has taken in that direction is to consider call-tree software that could help employees contact key managers in an emergency.

Walter Hatten, senior vice president and technical services manager at Hancock Bank in Gulfport, Miss., has focused on consolidating his server farm and creating a redundant communications network for an area of the country that gets hit or brushed by a hurricane every three and a half years. The 100-branch bank, with headquarters on the Gulf of Mexico, is consolidating

Rising From

Can your network
shield you from disaster?



AT&T BUSINESS CONTINUITY SERVICES. Can your network stay strong under pressure? Can it laugh in the face of disaster, man-made or otherwise? AT&T's business continuity teams design, implement and manage secure, self-healing and redundant end-to-end business solutions that encompass networks, storage, computers and applications. With our intelligent data pathways, proven recovery plans and unsurpassed security, your business will enjoy nonstop operations - no matter what Mother Nature decides to throw at it. **CAN YOUR NETWORK DO THIS?**



The world's networking company

For a network that can, call 1-888-889-0234

Businesses today need to achieve a state of business continuity, where critical business processes, applications, data, work centers and networks are always available. Leveraging a heritage of reliability and recognized continuity expertise, AT&T can help identify a level of operational readiness, business resumption and recovery capabilities for your business. We provide you with:

- Business Continuity professionals to examine your operations, identify critical processes and services and recommend solutions.
- The design, deployment and management of business continuity solutions to meet your business application and process infrastructure requirements.
- Assured business continuity for mission-critical applications and operations.
- 24x7x365 performance management and monitoring backed by aggressive Service Level Agreements (SLAs).
- The ability to comply with industry and government standards for information access and protection.
- Methods to mitigate the financial and operational impacts of business disruption.

AT&T can mitigate the risk within your enterprise infrastructure by ensuring continuous access to your business processes and applications. The AT&T business continuity portfolio offers options for security, availability and recovery across the network, storage and server infrastructure and applications layer. They include:

- High Availability Networking Services
- Managed Storage Services
- Enterprise Recovery Services
- Enterprise Hosting Services
- Professional Networking Expertise

Business Continuity is our core competency applied directly to the unique demands of your enterprise. We provide you with the continuity services which help to balance risk and investment, meeting your strategic and operational needs.



"AT&T offers the industry's most comprehensive and proven array of networking-related business continuity services to help businesses protect invaluable information assets, supported by one of the industry's best portals." — Zeus Kerravala, Vice President, Enterprise Computing and Networking — The Yankee Group, May 2003

For more information, contact your AT&T Representative, or visit www.att.com/networking.



KNOWLEDGE CENTER DISASTER RECOVERY

COMPUTERWORLD April 19, 2004

dating 500 servers onto a Linux-based mainframe to reduce recovery time in a disaster.

"Just the sheer magnitude of rebuilding 500 servers puts us at risk for not being able to do it quickly enough," says Hatten, who chose Linux for its open standard and scalability. He says the mainframe will offer greater speed for recovery of data, reducing the amount of time it would take to restore data from days to hours.

Headquarters Lockouts

Maria Herrera is chief technology officer at Patton Boggs LLP, a Washington-based law firm with 400 attorneys specializing in international trade law. Because of the firm's proximity to the U.S. Capitol building, one constant concern is a building lockdown brought on by terrorist threats, she says.

Herrera has set up duplicate operating environments in several remote offices and has contracted with two dis-

aster recovery vendors: SunGard Data Systems Inc. in Wayne, Pa., for server recovery and workstation services, and AmeriVault Corp. in Waltham, Mass., for data backup.

In January, AmeriVault installed its Central Control interface on desktops and an agent on each of Patton Boggs' servers. After completing an initial full backup of all data, AmeriVault now performs daily incremental backups of deltas, or changes, to disaster recovery centers in Waltham and Philadelphia.

In an emergency, data restores can be performed remotely, even from home, by administrators using a point-and-click function on a Web portal provided by AmeriVault, or data can be shipped on tape for large restores.

"Every month or couple of months, we are doing several documents and download them from AmeriVault to test the system," says Herrera. During full testing, she spends 16 hours recovering full data sets. "We're able to restore everything within the firm in about 10 hours," she says.

Herrera also suggests involving all IT personnel in the disaster recovery testing process, because in an emergency, you never know who might be available to help. She has trained employees in all four satellite offices around the country on disaster recovery procedures.

SunGard also has several facilities where IT personnel and lawyers can meet to continue work in the event of a headquarters lockdown, Herrera says.

Officials at Mizuho Capital Markets Corp., a subsidiary of the world's second-largest financial services firm, Mizuho Financial Group Inc. in Tokyo, say that some of the most effective disaster recovery tools are the simplest.

For example, when a protest kept employees from entering the firm's Times Square headquarters late last year, IT managers passed out laminated business cards with a directory of managers' home phone numbers. Doug Lilly, a senior telecommunications technologist at the Delaware Department of Technology and Infor-

Tips for Coping With Disasters

- Choose vendors that are proactive and don't require prodding to upgrade or test your disaster recovery plan.
- Don't test people. Test your disaster recovery plan. People come and go. Make the plan easy to follow and use.
- After a disaster, don't count on employees being willing to fly to alternate work sites.
- Distribute key disaster recovery personnel across many geographic locations.
- Turn disaster recovery data centers into active work sites.
- Disaster recovery plans are living, breathing things. Keep them up to date and make sure employees are well versed in them.
- Seek vendors with plenty of longevity and geographically dispersed offices for disaster recovery.
- Make sure portals to your outsourcing vendor are dedicated or have enough bandwidth to handle multiple companies seeking fast restores.
- Make sure that not just your vendor but you understand how to back up and restore systems.
- Verify that backup tapes can restore data.
- Train and involve all IT personnel in the disaster recovery process.

mation, says his agency has three data centers that support about 20,000 state employees. The department uses EMC Corp.'s Symmetrix Remote Data Facility to replicate data among the data centers. It also uses backup software from Oceanport, NJ-based CommVault Systems Inc. as a central management tool.

"If this site were bombed ... we'd have servers running to replace them, but we'd still have to restore data from tapes," Lilly says. "CommVault's software transfers between 60GB and 65GB of data per hour. It would be a few hours before we got people up online."

Lilly's IT team also keeps a copy of disaster recovery procedures at home. "Team leaders notify everyone, and we carry cell phones and BlackBerrys that are on redundant networks," he says. "It's a pretty unified messaging platform ... that ties data, voice, fax and video into one application. They can get hold of us anytime, anywhere."

Massive Power Outages

Edward Koplin, an engineer at Jack Dale Associates Inc., an engineering firm in Baltimore, says a lack of disaster testing is the No. 1 cause of data center failures during a blackout. Koplin suggests that companies test their diesel generators often and at full load for as long as they're expected to be in use during a blackout.

The Uptime Institute's Brill adds to that advice: Always prepare for a blackout with at least two more generators than needed, and test them by literally pulling the plug. "I would test it for as long as I expected it to work under load. I'd do that at least every two or three years. And I would run it in the summer," Brill says.

Jim Rittas, a security administrator

responsible for networking at Mizuho, says the company can now perform full data restores after blackouts or other disasters in an hour instead of two days because it now mirrors its data to a New Jersey office that's also an active work site. "The other thing we did was diversify our Internet connections. Internet connections now flow in and out of New York and New Jersey, where we only had one in New York before," Rittas says.

Needham, Mass.-based research firm TowerGroup recommends turning parts of disaster recovery or business continuity data centers into profit centers by going with an active/active operations model. Traditionally, companies have set up an active primary data center and an unmanned backup site. An active/active model eliminates the need for IT staffers to relocate in an disaster because they're permanently stationed at the disaster recovery site, which is also used to run active business applications.

Integrating disaster recovery IT assets and personnel into operations budgets across geographically dispersed data centers will also help blur the line between disaster recovery and operations spending.

It's best to have a complete copy of your data in an alternate site at all times, "not just some of it," says Wayne Schleifer, associate director of global technology at Mizuho Capital Markets. "You don't want to be piecing things together after something happens. You just want to be ready to go." **© 45444**

LESSONS FROM THE BLACKOUT

Even when recovery efforts went seemingly, experts and IT executives found lessons to learn from the Northeast's blackout of 2003.

QuickLink 42257
www.computerworld.com

isaster

Does your organization have a disaster recovery plan?

Was your company's disaster recovery plan exercised in 2003?

BASED ON SURVEY OF 722 IT PROFESSIONALS AT MID-LEVEL OR HIGHER LEVELS IN THE COMPUTER INDUSTRY

KNOWLEDGE CENTER DISASTER RECOVERY

www.computerworld.com

DISASTER RECOVERY IS AN UNpleasant task. And that makes it a low priority project in almost all companies, says Tom Lundstrom, an analyst at Gartner Research.

There are managers scrutinizing every business continuity plan, he says. "Seventy-five percent of the firefighting in terms of most IT organizations' disaster recovery is never going to get the resources it deserves."

But even disaster recovery takes a back seat to other IT projects. Mistakes are bound to happen. We asked IT managers and other experts what's most likely to be forgotten or overlooked in disaster recovery planning. Here are the five classics.

MISTAKE 1: Failing to do your homework.

IT groups often neglect to ask users and line-of-business executives which applications they need most. This leads to faulty assumptions about disaster recovery priorities. In particular, IT tends to assume that heavy-duty enterprise applications should be restored first.

In reality, the most needed applications may be much more basic: e-mail and scheduling tools such as Microsoft Outlook, for example. How do you find out? Ask the users. "The business itself needs a plan in case operations are disrupted," says Elbert Lane, a lead software developer at San Francisco-based retailer Gap Inc. and a 20-year veteran of disaster planning at several companies. "They'll need procedures for doing paperwork, etc., so the question is: How would they recover? That's not just an IT issue, but a business issue."

THE LESSON: IT constantly hears the term mission-critical used in reference to CRM and ERP software. But to find out which applications the users really want restored first, simply ask them.

MISTAKE 2: Thinking it's purely an IT issue.

In a crisis, the performance of the IT staff may be the least of a company's worries. "A common assumption is that disaster recovery and business continuity are synonymous," says Don O'Connor, CIO at Southern California Water Co., a utility based in San Dimas. "They're not."

Even underprepared IT organizations have done some thinking about

Classic Mistakes

Here are the five most common errors that companies make when preparing for disaster. By Steve Ulfelder

what to do when disaster strikes. But can the same be said of other groups? "In my experience, IT can respond relatively quickly," O'Connor says. "The part that's missing is the users."

THE LESSON: Company officers need to understand that rebooting systems and recovering data is just one part of the problem. Disaster recovery plans need to include line-of-business managers and end users who, in a crisis, will run the business in the midst of adversity. "Too often, continuity is something we task IT with," Lundstrom says. "It's really a business issue."

MISTAKE 3: Fighting the last war.

If, as the saying goes, generals are always preparing to fight the last war, too many enterprises spend their disaster recovery budgets and energy preparing for the most recent catastrophic event. While understandable, this self-defeating disaster is, by their nature, well-nigh impossible to predict.

Recent history offers a compelling example. On the Sept. 11, 2001, terrorist attack on the World Trade Center, dozens of many New York-based financial services firms. Many wished they'd had nearby backup facilities, and they proceeded to build such facilities at great expense across the river in Jersey City, N.J. But Manhattan's not the major business continuity crisis — the August 2003 blackout — took out electricity in Jersey City as well.

THE LESSON: While it's sensible to consider certain broad crisis categories (terrorist or hacker attacks, earthquakes,

When a crisis hits, IT staffers seeking to maintain or restore operations are often lured by the most basic items. Disaster planning analysts and experts say you need to think about things like the following:

What are keys or access cards for the building? How do you get in if the building is closed? What downtown local public-safety agencies are there (fire, police, etc.)? Can you turn to them for help?

In a crisis, IT staffers need to contact corporate offices whose names they don't even know. An emergency "telephone tree" that includes mobile numbers is a must.

At home, we've all sat stupid when a blackout hit and our flashlight batteries were dead. The same goes for the workplace — after all, backup generators fail, too.

Security is good, but an emergency, even low-level staffers may need extra-ordinary systems access. Organizations need to put a crisis-only override in place.

First, and so on, don't omit, don't you anticipate future events. Plan not for specific crises, but rather for their effects. The Gap had servers located in the World Trade Center on Sept. 11, Lane says, but "we had set them up to fall over to backups located in the South."

MISTAKE 4: Overlooking the people.

This is another lesson from Sept. 11. Top-notch backup equipment helps only if somebody is able to use it. "Some businesses have recovered data centers

in Lower Manhattan," says Carl Claunch, an analyst at Gartner Inc. However, he says, immediately following the collapse of the World Trade Center towers, "police wouldn't let people in. The equipment was fine, but it sat out there unused." This can happen if a building is quarantined, an elevator stuck or a major road closed.

The other part of this pitfall is the expertise of those who finally do access backup equipment. Too many companies — especially those that judge their recovery exercises — count on IT heroes. Here's the Gaps' Lane: "You never know if key personnel will be back."

THE LESSON: This is a rather strong documentation comes in. "We fashion our document so anyone in the business should be able to restart an application," Lane says. "You should be able to have somebody from the mail room start everything up."

MISTAKE 5: Conductingphony-baloney practice drills.

"Sure, companies do testing. But because full tests are so resource-intensive, they're scheduled in advance," Claunch says. The result: IT workers, driven by the natural desire to not a test, cheat. "They prepare. They collect tools, review procedures," he says. "Then, when a real disaster hits, bloop."

This is a sticky problem for IT organizations: stretched thin even before disaster planning is factored into their workloads. Lane says practices at the Gap are planned in advance. "We are a retailer; we need to support our stores" around the clock, he says.

THE LESSON: There is no easy answer here. Everybody concedes that surprise disaster tests are more effective but performing one in a round-the-clock, e-business environment is a massive undertaking. Claunch suggests surprise tests of one IT subgroup at a time, leaving the rest of the staff to run operations. And some businesses use auditors to make sure IT workers don't lean on prepared information. **45392**

Ulfelder is a Computerworld contributing writer in Southboro, Mass. Contact him at sulfelder@charter.net.

AN OUNCE OF PREVENTION

A California law that requires hospitals in the state to be earthquake-proof gives companies an opportunity to review and modernize their IT infrastructure.

QuickLink 44778
www.computerworld.com

KNOWLEDGE CENTER DISASTER RECOVERY

www.computerworld.com

DISASTER RECOVERY is an unpleasant task. And that makes it a low-priority project in almost all companies, says Scott Lundstrom, an analyst at AMR Research Inc.

"There are no users screaming over business continuity," he says. "So given the firefighting nature of most IT organizations, [disaster recovery] never gets the resources it deserves."

Because disaster recovery takes a back seat to other IT projects, mistakes are bound to happen. We asked IT managers and other experts what's most likely to be forgotten or overlooked in disaster recovery planning. Here are the five classics.

MISTAKE 1: Failing to do your homework.

IT groups often neglect to ask users and line-of-business executives which applications they need most. This leads to faulty assumptions about disaster recovery priorities. In particular, IT tends to assume that heavy-duty enterprise applications should be restored first.

In reality, the most needed applications may be much more basic — e-mail and scheduling tools such as Microsoft Outlook, for example. How do you find out? Ask the users. "The business itself needs a plan in case operations are disrupted," says Elbert Lane, a lead software developer at San Francisco-based retailer Gap Inc. and a 20-year veteran of disaster planning at several companies. "They'll need procedures for doing paperwork, etc., so the question is: How would they recover? That's not just an IT issue, but a business [issue]."

THE LESSON: IT constantly hears the term mission-critical used in reference to CRM and ERP software. But to find out which applications the users really want restored first, simply ask them.

MISTAKE 2: Thinking it's purely an IT issue.

In a crisis, the performance of the IT staff may be the least of a company's worries. "A common assumption is that disaster recovery and business continuity are synonymous," says Don O'Connor, CIO at Southern California Water Co., a utility based in San Dimas. "They're not."

Even underprepared IT organizations have done some thinking about

Classic Mistakes

Here are the five most common errors that companies make when preparing for disaster. By Steve Ulfelder

what to do when disaster strikes. But can the same be said of other groups? "In my experience, IT can respond relatively quickly," O'Connor says. "The part that's missing is the users."

THE LESSON: Company officers need to understand that rebooting systems and recovering data is just one part of the problem. Disaster recovery plans need to include line-of-business managers and end users who, in a crisis, will run the business in the midst of adversity. "Too often, continuity is something we task IT with," Lundstrom says. "It's really a business issue."

MISTAKE 3: Fighting the last war.

If, as the saying goes, generals are always preparing to fight the last war, too many enterprises spend their disaster recovery budgets and energy preparing for the most recent catastrophic event. While understandable, this is self-defeating: disasters are, by their nature, well-nigh impossible to predict.

Recent history offers a compelling example. The Sept. 11, 2001, terrorist attacks on the World Trade Center devastated many New York-based financial services firms. Many wished they'd had nearby backup facilities, and they proceeded to build such facilities at great expense across the river in Jersey City, N.J. But Manhattan's next major business-continuity crisis — the August 2003 blackout — took out electricity in Jersey City as well.

THE LESSON: While it's sensible to consider certain broad crisis categories (terrorist or hacker attacks, earthquakes,

etc.), it's also important to remember that most businesses are often disrupted by the most mundane items. Don't let your disaster recovery plan make you think about things like the following:

THE LESSON: Company officers need to understand that rebooting systems and recovering data is just one part of the problem. Disaster recovery plans need to include line-of-business managers and end users who, in a crisis, will run the business in the midst of adversity. "Too often, continuity is something we task IT with," Lundstrom says. "It's really a business issue."

In a crisis, IT staff — and maintenance or helpdesk operations are often prepared by the most basic items. Don't let your disaster recovery plan make you think about things like the following:

THE LESSON: When a crisis strikes, don't panic. Is the building? Never mind. Is the electrical grid is still down? What local public-safety officials (police, fire or town officials) can you turn to for help?

THE LESSON: When a fire strikes after a blackout hit and the flashlight batteries were dead, the same going for the workplace after all backup generators fail, too.

THE LESSON: Security is good, but in an emergency, even low-level staffers may need emergency systems access. Organizations need to put a cross-training plan in place

fines and so on), don't think you can anticipate future events. Plan not for specific crises, but rather for their effects.

The Gap had staffers located in the World Trade Center on Sept. 11, Lane says, but "we had set them up to fail over to backups located in the South."

MISTAKE 4: Overlooking the people.

THE LESSON: This is another lesson from Sept. 11. Top-notch backup equipment helps only if somebody is able to use it. "Some businesses had recovery data centers

in Lower Manhattan," says Carl Claunch, an analyst at Gartner Inc. However, he says, immediately following the collapse of the World Trade Center towers, "police wouldn't let people in. The equipment was fine, but it just sat there unused." This can happen if a building is quarantined, an elevator stuck or a major road closed.

The other part of this gotcha is the expertise of those who finally do access backup equipment. Too many companies — especially those that fudge their recovery exercises — count on IT heroics to pull them out of a crisis. However, as the Gap's Lane says, "you never know if key personnel will be back."

THE LESSON: This is where strong documentation comes in. "We fashion our document so anyone in the business should be able to restart an application," Lane says. "You should be able to have somebody from the mail room start everything up."

MISTAKE 5: Conducting phony-baloney practice drills.

THE LESSON: Sure, companies do testing. But because full tests are so resource-intensive, they're scheduled in advance, Claunch says. The result: IT workers, driven by the natural desire to ace a test, cheat. "They prepare. They collect tools, review procedures," he says. "Then, when a real disaster hits, bloopers."

This is a sticky problem for IT organizations stretched thin even before disaster planning is factored into their workload. Lane says practices at the Gap are planned in advance. "We are a retailer; we need to support our stores" around the clock, he says.

THE LESSON: There is no easy answer here. Everybody concedes that surprise disaster tests are more effective, but performing one in a round-the-clock, e-business environment is a massive undertaking. Claunch suggests surprise tests of one IT subgroup at a time, leaving the rest of the staff to run operations. And some businesses use auditors to make sure IT workers don't lean on prepared information. **45392**

Ulfelder is a Computerworld contributing writer in Southborough, Mass. Contact him at sulfelder@charter.net.

AN OUNCE OF PREVENTION

A California law that requires hospitals in the state to be earthquake-proof gives companies an opportunity to review and modernize their IT infrastructures

QuickLink 44778

www.computerworld.com

Got Questions About Business Intelligence?

Computerworld's IT Executive Summit Has the Answers

If you're an IT executive* in an end-user organization, apply to attend one of Computerworld's upcoming complimentary one-day summits on Business Intelligence.

Neither a product nor a system, Business Intelligence (BI) is an architecture – a collection of interrelated operational and business performance measurement applications and databases.

The only way to succeed with BI applications is to understand their complexity, their cross-organizational nature, the needs of knowledge workers, your competition, your market, and customer trends.

This summit will give you a comprehensive, one-day overview – and will arm you with the latest thinking and tools to make the right investments in BI.

*Complimentary registration is restricted to qualified IT executives only.

New York City • June 3, 2004

The Pierre New York, a Four Seasons Hotel • Fifth Avenue at 61st Street

7:45am to 8:15am

8:15am to 8:45am

8:45am to 9:15am

9:45am to 10:15am

10:15am to 10:45am

10:45am to 11:15am

11:15am to noon

Noon

Registration and Networking Breakfast

Off to See the Data Wizard: Reporting from the Yellow Brick Road

Marylyn Johnson, Editor-in-Chief, Computerworld

User Case Study

Business Intelligence in Action at NASD

Martin Coburn, EVP and CEO, National Association of Securities Dealers

Refreshment and Networking Break

Evolving the Enterprise: Leveraging Information for Competitive Gain

Jim Davis, SVP, SAS

Industry Analyst Perspective

Creating the Transparent Organization: New Roles for Business Intelligence with Corporate Customers, Suppliers and Government Regulators

Moderator: Julia King, National Correspondent, Computerworld

Panels: Dennis Gethin, EVP & COO, Guardian Life Insurance

Maureen Glynn, Director, IT Risk & Compliance Management, MetLife

Program Concludes

Selected speakers include:



Marylyn Johnson
Editor-in-Chief
Computerworld



Martin Coburn
EVP and CEO
National Association of Securities Dealers



Jim Davis
SVP and Chief
Marketing Officer
SAS



William Farone
CEO and EVP
Chicago Board of Trade



Julia King
National
Correspondent
Computerworld

Chicago • June 9, 2004

Sheraton Chicago Hotel & Towers • 301 East North Water Street

7:45am to 8:15am

8:15am to 8:45am

8:45am to 9:15am

9:15am to 9:45am

9:45am to 10:15am

10:15am to 10:45am

10:45am to 11:15am

11:15am to noon

Noon

Registration and Networking Breakfast

Off to See the Data Wizard: Reporting from the Yellow Brick Road

Marylyn Johnson, Editor-in-Chief, Computerworld

User Case Study

Business Intelligence in Action at NASD

Martin Coburn, EVP and CEO, National Association of Securities Dealers

Refreshment and Networking Break

Evolving the Enterprise: Leveraging Information for Competitive Gain

Jim Davis, SVP, SAS

Industry Analyst Perspective

Creating the Transparent Organization: New Roles for

Business Intelligence with Corporate Customers, Suppliers

and Government Regulators

Moderator: Julia King, National Correspondent, Computerworld

Panels: Michael Cusip, SVP of IT, Cigna Health

Bill Farone, CEO and EVP, Chicago Board of Trade

Program Concludes

Apply for registration today

For more information or to apply, visit www.itexecutivesummit.com/bi

Exclusively sponsored by



COMPUTERWORLD
IT Executive Summit
on Business Intelligence
www.itexecutivesummit.com/bi

KNOWLEDGE CENTER DISASTER RECOVERY

www.computerworld.com

BUSINESS-TO-BUSINESS dependencies create the opportunity for great benefits. But if a disaster strikes any company in the supply chain, the risks to all are equally great.

At Ryder System Inc., customers routinely vet their supply chain partners to ensure that they meet minimum standards for robustness and security. "If they can't make the cut, we won't do business with them," says Chuck Lounsbury, senior vice president of sales and marketing at the Miami-based transportation, logistics and supply chain management services company. "We don't want to jeopardize the capabilities of all the other companies involved."

"It is a matter of working together," adds Richard Arns, executive director of the Chicago Research & Planning Group, which spun off a post-Sept. 11 effort called the Security Board. A key lesson from the terrorist attacks, he says, is that organizations should enlarge their circle of preparedness.

But that message may not be getting through. An American Management Association survey conducted last year

showed a sharp increase in the number of companies with crisis plans, drills or simulations. Yet only about a third of those companies reported having ongoing and backup emergency communications plans with their suppliers.

To make their operations truly disaster-resistant, IT managers should determine if business partners are ready to handle a disaster, experts say. Then they must work closely with those suppliers to achieve parity in their disaster recovery efforts and get their recovery times in sync. Here are some more tips:

TIP: Tighten SLA Language

A good starting point, says Roberta J. Wittry, an analyst at Gartner Inc., is the language of the service-level agreement. SLAs are normally applied to IT providers but also offer a framework for talking about critical IT support from partners. But that's only the beginning. Wittry says IT managers should conduct an internal inventory assessment to determine which points outside the enterprise are critical to a company's function. They should then extend the process to suppliers. "Have a conversation with them

about what the risks are within their own supply chain," she says. "You are outsourcing functions; maybe they are, too." It may be worthwhile to line up backup suppliers for your outsourced services so you have more redundancy — and encourage partners to do the same, says Wittry. In any case, as each step in the supply chain — including with your internal operations, your out-sourcers, your suppliers and their out-sourcers and suppliers — there needs to be a credible recovery plan, she says, "or their disaster will be your disaster."

And nothing beats testing. Whenever possible, it's a good idea to include partners in your own tests and vice versa, Wittry says.

TIP: Test ERP Connections

Jim Grogan, vice president of alliances at SunGard Data Systems Inc. in Wayne, Pa., says he's seeing more clients embrace the ideal of the real-time enterprise. And enterprise applications, such as ERP software, that support that vision almost invariably have links outside the organization.

"We encourage [clients] to do an information-availability study of their trading partners and suppliers, even if they have to foot the bill," he says.

Most worrisome to Grogan is the fact that many organizations have entrusted key business processes to software — to the point that untrained humans would have difficulty handling those functions on their own.

"Even a few years ago, you could count on someone being able to get on the phone and fix things," he says. Likewise, Grogan notes, phone communication used to be planners' first priority. But not anymore. "Now,

everyone tells us that the first thing they need to get back in business with partners is e-mail," he says.

At a granular level, Grogan says SunGard always looks for potential single points of failure within a supply chain, such as a server, switch or cable upon which many operations depend. Companies also need to coordinate their recovery plans because for many applications, particularly ERP, "systems are connected in real time with others that may have different recovery times or different recovery points, which can complicate efforts to get back to business," he says.

TIP: Secure Partner Communications

It's also important to look at the security of business partner communications because glitches in that area could precipitate a disaster. Nick Brigmman, vice president of strategy at RedSirene Inc., an IT security management firm in Pittsburgh, says it's important to understand whether you're connected to partners via a private network, a virtual private network or the Internet.

One of the best ways to enhance the security of that communication is to assign "least-privileged" accounts to partners that define the nature and even the volume of expected traffic, says Brigmman. This not only eliminates potentially spurious communications, but it also provides a basis for detecting abnormal activities, he says.

Finally, John Jackson, vice president of IBM Business Continuity and Recovery Services, says business-to-business dependencies make it critical for companies to "get together and do a business impact analysis to determine how their individual recovery times could be made to mesh."

"In some cases, companies find that they are doing more than their partners, and their partners either have to catch up, or they need to consider spending less, since they won't really get much benefit," he says.

Communication infrastructure is the key, Jackson adds. Partners, especially smaller ones, may not have the knowledge needed to ensure robust and resilient performance. And they may just need help to get there. ☐

Earls is a freelance writer in Franklin, Mass. Contact him at aleg@earlswork.com.

KNOWING WHO TO TRUST

Don House, a security architect at Nationwide Mutual Insurance, developed a technology that lets business partners set standards for working together.

Q **Duvelink 45531**
www.computerworld.com

Get in Sync With Suppliers

A disaster for your trading partners could mean a disaster for you. By Alan R. Earls



STYLIZED DRAWING BY JEFFREY BROWN

A Dose Of Reality

Nothing gives you a warts-and-all experience like testing your disaster recovery plan in the real world.

By Robert L. Scheier



ILLUSTRATION BY JEFFREY L. BROWN

IF YOU WANT TO REALLY TEST your disaster recovery plan, you have to get out from behind your desk and step out into the real world. Because in the real world, the backup site lost your tapes, your emergency phone numbers are out of date, and you forgot to order Chinese food for the folks working around the clock at your off-site data center.

"Unless it's tested, it's just a document," says Joyce Repsher, product manager for business continuity services at Electronic Data Systems Corp., an IT outsourcing and services provider in Plano, Texas.

How often should you test? Several experts suggest real-world testing of an organization's most critical systems at least once a year. In the wake of Sept. 11 and with new regulations holding executives responsible for keeping corporate data secure, organizations are doing more testing than they did 10 years ago, says Repsher. An exclusive Computerworld online survey of 224 IT managers supports that assertion, indi-

cating that 71% had tested their disaster recovery plans in the past year (for more survey results, see page 39).

Desktop disaster recovery testing involves going through a checklist of who should do what in case of a disaster. Such walk-throughs are a necessary first step and can help you catch changes such as a new version of an

When was your company's disaster recovery plan last tested?

Less than a month ago

One to three months ago

Four to six months ago

More than six months ago

One year ago

More than one year ago

Don't know

60 120 180 240 300 360 420 480 540 600 660 720 780 840 900 960 1020 1080 1140 1200 1260 1320 1380 1440 1500 1560 1620 1680 1740 1800 1860 1920 1980 2040 2100 2160 2220 2280 2340 2400 2460 2520 2580 2640 2700 2760 2820 2880 2940 2960 3000

application that will trigger other changes in the plan. They can also identify the most important applications, says Repsher, "before moving to the expense of a more realistic recovery test."

Companies do desktop tests at different intervals. Fluor Fernald Inc., which is handling the cleanup of a government nuclear site in Fernald, Ohio, does both desktop and physical tests of its disaster response plans every three years "or anytime there's a significant change in our hardware configuration," says Jan Arnett, manager of systems and administration at the division of engineering plan Fluor Corp.

What's Critical?

Determining which systems need a live test is also critical. Fluor Fernald schedules live tests on only about 25 of its most critical applications and then tests only one server running a representative sample of these applications, says Arnett. "We feel if we can bring one server up, we can bring 10 servers up," he says, especially since the company uses standard Intel-based servers and networking equipment.

The most common form of live testing is parallel testing, says Todd Peckas, national director of storage alliances at IT services provider CompuCom Systems Inc. in Dallas. Parallel testing recovers a separate set of critical applications at a disaster recovery site without interrupting the flow of regular business. Costly and rarely done, the most realistic test is a full switch of critical systems during working hours to standby equipment, which Peckas says is appropriate only for the most critical applications.

Businesses that are growing or changing quickly should test their disaster recovery plans more often, says Al Decker, executive director of security and privacy services at EDS. He cites one firm that has grown eightfold since 1999, when its disaster plan called for the recovery of critical systems in 24 hours. Today, just mounting the tapes required for those systems would take four to 10 days, he says.

Deciding how realistic to make the test "is a balance between the amount of protection you want" and the cost in money, staff time and disruption, says Repsher. As an organization's disaster recovery program matures, the tests of its recovery plans should become more challenging, adds Dan Bailey, senior manager at risk consulting firm Protiviti Inc. in Dallas. While the more realistic exercises provide more lessons about what needs improvement, he says, an organization just starting out

Testing Tip: Ditch the Script

A disaster drill isn't much good if everyone knows what's coming. But too many organizations script disaster tests weeks ahead of time: ship special backup files to an off-site recovery center and even make hotel reservations for the recovery staff says John Jackson, vice president of business continuity and continuity of operations at IBM in Chicago.

That eliminates surprises but also possibly prevents such things as backup tape leaves in transit or discovering that a convention has booked all the hotel rooms in town. He advises selling the recovery staff. "We just had a disaster. You can't take anything out of the building.... You have to rely on the disaster recovery plan and what's in the off-site recovery center."

That makes the test more "exciting," he acknowledges, but it also makes it a lot more useful.

—Robert L. Scheier

with a rudimentary plan probably can't handle a very challenging drill.

Never assume that everything will go as planned. That includes anything from having enough food or desks at a recovery site to having up-to-date contact numbers. Communications problems are common, but they're easily prevented by having every staff member place a test call to everyone on their contact list, says Kevin Chernoweth, a disaster recovery administrator at Vanderbilt University Medical Center in Nashville.

Also, never assume that the data on your backup tapes is current or that your recovery hardware can handle your production databases. Arnett found subtle differences in the drivers and network configuration cards on his replacement servers that forced him to load an older version of his Oracle database software to recover his data.

Chernoweth or his staffers review each test with the affected business units and develop specific plans (with timelines) for fixing problems.

Finally, Chernoweth says, thank everyone for their help, especially if the test kept them away from home. "If you've got a good relationship, they're more likely to be responsive" to the firm's disaster recovery needs, he says.

© 4395

Scheier is a Computerworld contributing writer in Boylston, Mass. He can be reached at rscheier@charter.net.

KNOWLEDGE CENTER DISASTER RECOVERY

BUSINESS TO BUSINESS dependencies create the opportunity for great benefits. But if a disaster strikes any company in the supply chain, the risks to all are equally great.

At Ryder System Inc., customers routinely vet their supply chain partners to ensure that they meet minimum standards for robustness and security. "If they can't make the cut, we won't do business with them," says Chuck Lounsbury, senior vice president of sales and marketing at the Miami-based transportation, logistics and supply chain management services company. "We don't want to jeopardize the capabilities of all the other companies involved."

"It is a matter of working together," adds Richard Arms, executive director of the Chicago Research & Planning Group, which spun off a post-Sept. 11 effort called the Security Board. A key lesson from the terrorist attacks, he says, is that organizations should enlarge their circle of preparedness.

But that message may not be getting through. An American Management Association survey conducted last year

showed a sharp increase in the number of companies with crisis plans, drills or simulations. Yet only about a third of those companies reported having ongoing and backup emergency communication plans with their suppliers.

To make their operations truly disaster-resistant, IT managers should determine if business partners are ready to handle a disaster, experts say. Then they must work closely with those suppliers to achieve parity in their disaster recovery efforts and get their recovery times in sync. Here are some more tips.

TIP: Tighten SLA Language

A good starting point, says Roberta L. Witte, an analyst at Gartner Inc., is the language of the service-level agreement. SLAs are normally applied to IT providers but also offer a framework for talking about critical IT support from partners. But that's only the beginning. Witte says IT managers should conduct an internal inventory assessment to determine which points outside the enterprise are critical to a company's functions. They should then extend the process to suppliers.

"Have a conversation with them

Survey Snapshot

Does your company require business partners to have an active disaster recovery plan?



about what the risks are within their own supply chain," she says. "You are outsourcing functions; maybe they are, too." It may be worthwhile to line up backup suppliers for your outsourced services so you have more redundancy — and encourage partners to do the same, says Witte. In any case, at each step in the supply chain — including with your internal operations, your nut-sourcers, your suppliers and their out-sources and suppliers — there needs to be a credible recovery plan, she says, "or their disaster will become yours."

And nothing beats testing. Whenever possible, it's a good idea to include partners in your own tests and vice versa, Witte says.

TIP: Test ERP Connections

Jim Grogan, vice president of alliances at SunGard Data Systems Inc. in Wayne, Pa., says he's seeing more clients embrace the ideal of the real-time enterprise. And enterprise applications, such as ERP software, that support that vision almost invariably have links outside the organization.

"We encourage [clients] to do an information-availability study of their trading partners and suppliers, even if they have to foot the bill," he says.

Most worrisome to Grogan is the fact that many organizations have entrusted key business processes to software — to the point that untrained humans would have difficulty handling those functions on their own.

"Even a few years ago, you could count on someone being able to get on the phone and fix things," he says. Likewise, Grogan notes, phone communication used to be planners' first priority. But not anymore. "Now,

everyone tells us that the first thing they need to get back in business with partners is e-mail," he says.

At a granular level, Grogan says SunGard always looks for potential single points of failure within a supply chain, such as a server, switch or cable upon which many operations depend. Companies also need to coordinate their recovery plans because for many applications, particularly ERP, "systems are connected in real time with others that may have different recovery times or different recovery points, which can complicate efforts to get back to business," he says.

TIP: Secure Partner Communications

It's also important to look at the security of business partner communications because glitches in that area could precipitate a disaster. Nick Briggman, vice president of strategy at RedSiren Inc., an IT security management firm in Pittsburgh, says it's important to understand whether you're connected to partners via a private network, a virtual private network or the Internet.

One of the best ways to enhance the security of that communication is to assign "least-privileged" accounts to partners that define the nature and even the volume of expected traffic, says Briggman. This not only eliminates potentially spurious communications, but it also provides a basis for detecting abnormal activities, he says.

Finally, John Jackson, vice president of IBM Business Continuity and Recovery Services, says business-to-business dependencies make it critical for companies to "get together and do a business impact analysis to determine how their individual recovery times could be made to mesh."

"In some cases, companies find that they are doing far more than their partners, and their partners either have to catch up, or they need to consider spending less, since they won't really get much benefit," he says.

Communication infrastructure is the key, Jackson adds. Partners, especially smaller ones, may not have the knowledge needed to ensure robust and resilient performance. And they may just need help to get there. **Q 45533**

Earls is a freelance writer in Franklin, Mass. Contact him at alan@alanjearls.com.

KNOWING WHOM TO TRUST

Don Houser, a security architect at Nationwide Mutual Insurance, developed a technology that lets business partners set standards for working together.

QuickLink 45531

www.computerworld.com

Get in Sync With Suppliers

A disaster for your trading partners could mean a disaster for you. By Alan R. Earls



ALAN R. EARLS

A Dose Of Reality

Nothing gives you a warts-and-all experience like testing your disaster recovery plan in the real world.

By Robert L. Scheier



IF YOU WANT TO REALLY TEST your disaster recovery plan, you have to get out from behind your desk and step out into the real world.

Because in the real world, the backup site lost your tapes, your emergency phone numbers are out of date, and you forgot to order Chinese food for the folks working around the clock at your off-site data center.

"Unless it's tested, it's just a document," says Joyce Repsher, product manager for business continuity services at Electronic Data Systems Corp., an IT outsourcing and services provider in Plano, Texas.

How often should you test? Several experts suggest real-world testing of an organization's most critical systems at least once a year. In the wake of Sept. 11 and with new regulations holding executives responsible for keeping corporate data secure, organizations are doing more testing than they did 10 years ago, says Repsher. An exclusive Computerworld online survey of 224 IT managers supports that assertion, indi-

cating that 77% had tested their disaster recovery plans in the past year (for more survey results, see page 39).

Desktop disaster recovery testing involves going through a checklist of who should do what in case of a disaster. Such walk-throughs are a necessary first step and can help you catch changes such as a new version of an

Survey Snapshot

When was your company's disaster recovery plan last tested?

Less than a month ago

One to three months ago

Four to six months ago

More than six months ago

One year ago

More than one year ago

Don't know

Base: Online survey of 224 IT professionals at organizations that have a disaster recovery plan.

application that will trigger other changes in the plan. They're also identifying the most important applications, says Repsher, "before moving to the expense of a more realistic recovery test."

Companies do desktop tests at different intervals. Fluor Fernando Inc., which is handling the cleanup of a government nuclear site in Fernando, Calif., does both desktop and physical tests of its disaster response plans every three years "or anytime there's a significant change in our hardware configuration," says Jan Arnett, manager of systems and administration at the division of engineering and management at Fluor Corp.

What's Critical?

Determining which systems need a live test is also critical. Fluor Fernando schedules live tests on only about 25 of its most critical applications and then tests only one server running a representative sample of those applications, says Arnett. "We feel if we can bring one server up, we can bring 10 servers up," he says, especially since the company uses standard Intel-based servers and networking equipment.

The most common form of live testing is parallel testing, says Todd Pekars, national director of strategic alliances at IT services provider ComputerCom Systems Inc. in Dallas. Parallel testing recovers a separate set of critical applications at a disaster recovery site without interrupting the flow of regular business. Costly and rarely done, the most realistic test is a full switch of critical systems during working hours to standby equipment, which Pekars says is appropriate only for the most critical applications.

Businesses that are growing or changing quickly should test their disaster recovery plans more often, says Al Becker, executive director of security and privacy services at EDS. He cites one firm that has grown eightfold since 1999, when its disaster plan called for the recovery of critical systems in 24 hours. Today, just mounting the tapes required for these systems would take four to 30 days, he says.

Deciding how realistic to make the test "is a balance between the amount of protection you want" and the cost in money, staff time and disruption, says Repsher. As an organization's disaster recovery program matures, the tests of its recovery plans should become more challenging, adds Dan Bailey, senior manager at risk consulting firm Protiviti Inc. in Dallas. While the more realistic exercises provide more lessons about what needs improvement, he says, an organization just starting out

A disaster drill isn't much good if everyone knows what's coming.

But the "real world" of disaster recovery planning is a different story. "You have to have a live test, but you have to make sure that no one knows it's a live test," says Arnett. "You have to make sure that no one knows what's coming."

That's not always easy. "I have seen IT departments say, 'I have a test lab in there, but no one knows that it's a test lab,' " says Arnett. "We have to do a disaster drill. You can't think anything but the real world. You have to rely on the disaster recovery plan and what's in the IT Site Recovery Center."

That makes the test more "real," says Arnett. "It's not a dress rehearsal, but it also makes it a lot more useful."

Robert L. Scheier

with a rudimentary plan probably can't handle a very challenging drill.

Never assume that everything will go as planned. That includes anything from having enough food or desks at a recovery site to having up-to-date contact numbers. Communications problems are common, but they're easily prevented by having every staff member place a test call to everyone on their contact list, says Kevin in Chapman with a disaster recovery administrator at Vanderbilt University Medical Center in Nashville.

Always never assume that the data on your backup tapes is current or that your recovery hardware can handle your production database. Arnett found subtle differences in the drivers and network configuration software on his replacement servers that forced him to load an older version of his Oracle database software to recover his data.

Chenoweth says that staffers review each test with the affected business units and develop specific plans (with timelines) for fixing problems.

Finally, Chenoweth says, thank everyone for their help, especially if the test kept them away from home. "If you've got a good relationship, they're more likely to be responsive" to the firm's disaster recovery needs, he says.

© 45395

Scheier is a Computerworld contributing writer in Boylston, Mass. He can be reached at rscheier@charter.net.

The Almanac

An eclectic collection of research and resources. By Mitch Betts



Restoring Data Tapes After the Coffee Spill

As your store's night manager is driving home with the backup tapes, he has to slam on the brakes. Hot coffee spills onto the tapes, turning them into a wet, wrinkled mess. Can you still recover the data? The folks at Exabyte Corp. say that their VXA drives can read VXA-formatted tapes that have been subjected to boiling water, coffee, or ice or vomit ash.

The trick is that Exabyte's VXA drives read the data at tiny packets on the magnetic tape instead of using the conventional method of reading the skinny tracks that run along the length of the tape from beginning to end [QuickLink 40422]. The VXA drives collect the admissible packets and reassemble them with an error-checking procedure — it's similar to the way the packet-switched Internet works, says Kieran Maloney, an Exabyte general manager in Boulder, Colo. So if the drive misreads a packet — perhaps because of a wrinkle or a spot of fat — it goes back to look for the missing packet, Maloney says.

Of course, only a backup tape generated by a VXA drive can be read by a VXA drive.

Y2k a Mixed Bag for Disaster Recovery Pros

The year 2000 date rollover crisis has had both positive and negative effects on the disaster recovery field, long-time observers say. On the positive side, it drew a lot of attention to establishing contingency plans and had companies talking to their vendors and suppliers about disaster scenarios, says Dan Bailey, senior manager at Frost & Sullivan Inc., a risk consulting company in Dallas, and a member of the professional groups DRI International and the Association of Contingency Planners.

But Y2k turned out to be a movement because of the efforts that went into fixing systems. But the success of those efforts created credibility problems for disaster recovery specialists and led to complacency among senior executives, Bailey says.

Chief financial officers who OK'd \$20 million to upgrade systems for Y2k — only to have nothing happen — may wonder whether that was money well spent, says Tim DeLisle, managing principal at Corigent LLC, a disaster recovery consultancy in Chicago. If it asks for another \$30 million to upgrade disaster recovery capabilities, those executives are likely to be skeptical, so "you need to build a business case for risk management," DeLisle says.

The other post-Y2k problem is that some companies figure they addressed all their disaster recovery issues in the Y2k plan that's sitting on the shelf. But many of their systems and operations have changed since 1999, so those plans are virtually worthless now unless they've been updated, DeLisle says.

Three Tips

From: Darion Cougias, CEO of Network Frontiers LLC in San Francisco and author of *The Backup Book: Disaster Recovery From Desktop to Data Center* (Schaeffer-Vartan Books, 2003).

TP NO. 1: Figure out how to recover from "stupid-user tricks," such as the user who accidentally drags an empty

file directory on top of a very important file directory and wipes it out, or the janitor who disregards the "Don't touch this switch" sign. Ask your help desk staffers to list the problems they've dealt with in the past 12 months.

TP NO. 2: Have a disaster recovery plan for your e-mail system, the most-used system on the network. Consider a product like the Emergency Messaging System from MessageOne Inc. in Austin.

TP NO. 3: Make sure each employee's daily, weekly or monthly work procedures include disaster recovery practices, such as a sailor's duties include checking the boat's rigging and pumps before every excursion.

Patent Watch

■ A data storage system that provides real-time data backup when a hazard sensor detects an imminent disaster. The system alters the backup process to minimize the amount of lost data. — U.S. Patent No. 6,684,306, issued Jan. 27, 2004. Inventor: Tetsuo Nagasawa, Takahisa Kuroda and Takeshi Kohki, for Hitachi Ltd., in Tokyo.

■ A targeted early-warning system for disasters. Local residents are warned of a fast-moving disaster via a code and brief text message sent to the caller ID screen of their telephones. — U.S. Patent No. 6,594,345, issued July 15, 2003. Inventor: R. Keith Vinson, for BellSouth Corp. © 45976

ONLINE CHECKLIST

The Federal Emergency Management Agency has a basic checklist for business recovery from disasters on its Web site: www.fema.gov/plan/bc

Billion-Dollar Weather Disasters

From 1980 to 2003, states in the South had more billion-dollar weather disasters — such as hurricanes and floods — than other states in the continental U.S. This map shows the frequency per state of weather disasters that have resulted in over \$1 billion in damages during that period.

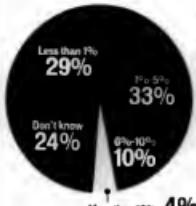


Source: National Climatic Data Center, 2004

SNAPSHOTS

Disaster Budgets

What percentage of your organization's IT budget is earmarked for disaster recovery?



BASE: Online survey of 281 IT professionals
SOURCE: COMPUTERWORLD IT SURVEY, FEBRUARY 2006

Plan Updates

How recently has your disaster recovery plan been revised?



BASE: Online survey of 222 IT professionals at organizations that have a disaster recovery plan
SOURCE: COMPUTERWORLD IT SURVEY, FEBRUARY 2006

Remote Backups

How often are remote-office data backed up in your organization?



*Dependent on the remote users

BASE: Online survey of 281 IT professionals
SOURCE: COMPUTERWORLD IT SURVEY, FEBRUARY 2006

MARK HALL

Listen to Mom

AMONG THE NUGGETS OF WISDOM that fell from my mom's lips, my favorite is: "Expect the worst. You'll never be disappointed."

If you're planning to move a portion of your IT operations to India, your disaster recovery plan had better involve a risk management assessment loaded with worst-case scenarios. Otherwise, you might not just be disappointed. You might be fired.

Like the U.S., India is prone to natural disasters. There are floods. Winds and cyclones cause destruction every year. Earthquakes happen.

But unlike the U.S., India benefits from disaster recovery programs sponsored by the United Nations, presumably because the country's infrastructure is more fragile than those of other nations or because its ability to respond is less robust. Even the U.S., with its notoriously parsimonious aid to developing nations, includes a special funding program for disaster recovery in India. Perhaps as India increases its wealth by importing IT jobs from this country, it will reciprocate in kind one day.

Today, however, it is the recipient of outside disaster recovery help, a fact to keep in mind when you consider what to be on the low-cost offshore IT services.

All this isn't to say that the buildings that house data centers in Bangalore are at more risk of being hit by, say, an earthquake than those perched along the San Andreas fault in Silicon Valley. There's far less risk of an earthquake in India, in fact. But just in case, you'd better make certain that your offshore outsourcing has picked its site and built its building with a nervous eye on the Richter scale. If the outsourcing rep is sanguine and assures you that you needn't worry about such a thing, you'd better worry.

Just like any nation plagued by natural disasters, the U.S. has a mixed record of getting regions up off their knees after Mother Nature has whacked them with hurricanes, floods, tornadoes and temblors. The Federal Emergency Management Agency has been both praised and damned over the years for its responses to one tragedy or another. That's why smart IT organizations don't even consider the possibility of aid from FEMA when they're designing their companies' disaster recovery plans. They expect to handle any problems themselves.

But at a recent conference where Indian outsourcing were pitching their cost-effective, highly talented IT workers to software vendors, I heard about the close cooperation between the Indian government and outsourcing "in everything from tax incentives to disaster recovery," Hsunnn.

You'd be well advised to deal with companies like

Sonata Software Ltd., which doesn't lean on the Indian government and backs up the data center in its Bangalore headquarters to a replicated server room hundreds of miles east, across the mountains in the coastal city of Chennai. Others, like Wipro Ltd. and Tata Consultancy Services, offer very similar disaster recovery plans for their customers. Anything less than a fully redundant data center is, as my mom would have duly said, courting disappointment.

If you have to have a disaster recovery plan only for your data in India, the situation would be easy. But you need one for people, too. When disaster strikes (and it will), does your outsourcing have a plan for how soon key employees will be on the job to ensure that your business gets back on track? For example, does the company have a private transportation plan in the event that public transit comes to a standstill? And given that the CIA labels India's communications systems as having "mediocre service," how will your outsourcing deal with outages after a disaster?

Also, I think it's absolutely essential that you hold your Indian outsourcing to disaster recovery standards that are higher than your own. Why? Because you're not there.

A few years ago, I was in the Seattle area shaking hands with Boeing's vice president in charge of computing and communication systems when an earthquake struck. After the first round of ground wobbling stopped, people evacuated the buildings and met at predetermined gathering points. The VP took a single call on his cell phone and elated with a couple of underlings in accordance with IT's disaster plan. He was calm, even lighthearted. I wondered why.

He said, "Oh, I can see that everything is taken care of. People are OK. Systems are OK."

He could "see" because he was there. That's why your Indian (or your Canadian or Irish) outsourcing needs to be held to a higher standard for disaster recovery — because you won't be able to see for yourself. As my mom also used to say, "Seeing is believing."



MARK HALL
COMPUTERWORLD.COM

© 2006

The Almanac

An eclectic collection of research and resources. By Mitch Beets



Restoring Data Tapes After the Coffee Spill

As your store's night manager is driving home with the backup tapes, he has to slam on the brakes. Hot coffee spills onto the tapes, turning them into a wet, wrinkled mess... can you still recover the data? The folks at Euhlyte Corp. say that their VXA drives can read VXA-formatted tapes that have been subjected to boiling water, coffee ice or volcanic ash.

The trick is that Euhlyte's VXA drives read the data as tiny packets on the magnetic tape instead of using the conventional method of reading the slobby tracks that run along the length of the tape from beginning to end (QuickLink 40422). The VXA drives collect the addressable packets and reassemble them with an error-checking procedure — it's similar to the way a packet-switched Internet works, says Kieran Mahoney, an IT-savvy general manager in Boulder, Colo. So if the drive misreads a packet — perhaps because of a wrinkle or a spot of latex — it goes back to look for the missing packet, Mahoney says.

Of course, only a backup tape generated by a VXA drive can be read by a VXA drive.

Y2k a Mixed Bag for Disaster Recovery Pros

The year 2000 date-follower crisis has had both positive and negative effects on the disaster recovery field, long-time observers say. On the positive side, it drew a lot of attention to establishing contingency plans and had companies talking to their vendors and suppliers about disaster scenarios, says Roy Bafor, senior manager of Protiviti, a risk consulting company in Dallas, and a member of the professional groups DRI International and the Association of Contingency Planners.

But Y2K turned out to be a movement because of the efforts that went into fixing systems. But the success of those efforts created credibility problems for disaster recovery specialists and led to complacency among senior executives, Bafor says.

Chief financial officers who OK'd \$20 million to upgrade systems for Y2K only to have nothing happen — may wonder whether that was money well spent, says Tim DeRile, managing principal of Long Island IT, a disaster recovery consultant in Chicago. If IT asks for another \$20 million to upgrade disaster recovery capabilities, those executives are going to be skeptical, so you need to build a business case for risk management, DeRile says.

The other post-Y2K problem is that some companies figure they addressed all their disaster recovery issues in the Y2K plan that's sitting on the shelf. But many of their systems and operations have changed since 1999, so those plans are virtually worthless now unless they've been updated, DeRile says.

Three Tips

From: Darren Cougas, CEO of Network Frontiers LLC in San Francisco and author of *The Backup Book: Disaster Recovery from Desktop to Data Center* (Elsevier-Variant Books, 2001).

TIP NO. 1: Figure out how to recover from "stupid-user tricks," such as the user who accidentally drags an empty

file directory on top of others. Then advise file directions and copies of out-of-the-username who disregards the "Don't touch this switch" sign. Ask your help-desk staffers to list the problems they've dealt with in the past 12 months.

TIP NO. 2: Have a disaster recovery plan for your e-mail system; the most used systems in the network. Consider a product like the Emergency Messaging System from Messagebus, Inc. in Austin.

TIP NO. 3: Make sure each employee's data, weekly or monthly work price entries include disaster recovery practices, just like a sailor's duties include checking the boat's rigging and pumps before every excursion.

Pop Quiz

Could you locate your disaster recovery plan in the next five minutes?



Do you know what you're supposed to do under the plan?



What's the frequency of your disaster recovery plan?

Patent Watch

■ A data storage system that provides real-time data backup when a hazard sensor detects an imminent disaster. The system allows the backup process to minimize the amount of lost data. — U.S. Patent No. 6,801,390 issued Jan. 27, 2004. Inventors: Teruo Nagasawa, Takahisa Kimura and Takeshi Kondo, for Hitachi Ltd. in Tokyo.

■ A targeted early-warning system for disasters. Local residents are warned of a fast-moving disaster via a code and brief text message sent to the caller ID screen of their telephones. — U.S. Patent No. 6,894,345 issued July 15, 2003. Inventor: R. Keith Vernon, for BellSouth Corp. © 45976

ONLINE CHECKLIST

The Federal Emergency Management Agency has a basic checklist for business recovery from disasters, on its Web site: www.fema.gov/ibc

Billion-Dollar Weather Disasters

From 1980 to 2003, states in the South had more billion-dollar weather disasters — such as hurricanes and floods — than other states in the continental U.S. This map shows the frequency per state of weather disasters that have resulted in over \$1 billion in damages during that period.



Get Rid of the PC Box. Save Space.

The PC Box



...or Not



An entire PC inside a keyboard

As an I.T. Manager, your greatest challenge could be where to put that big PC BOX! Cybernet has created an innovative, all-in-one, Zero-Footprint-PC. The entire PC fits inside a normal size keyboard! This design has helped many businesses nationwide to save valuable space.



STANDARD FEATURES:

- Intel® Pentium® 4 Processor up to 2.80GHz/533 FSB
- 128MB DDR333 SDRAM up to 2GB
- 40GB IDE 7200 RPM hard drive, up to any size
- 10/100 Ethernet, 4 USB 2.0, 2 IEEE1394 Firewire, 2 Serial Ports
- 2-Year Limited Warranty

All these features are inside the keyboard!

As low as **\$475***

CYBERNET™
Space Saving Solutions™



For product specs and model options visit us at: www.cybernetman.com,
or call: **TOLL FREE 888-834-4577 International 949-477-0300**

OPTIONS:

Internal 4.3GB CDRW/DVD • Internal Floppy • Internal fax modem • DVI (Digital Video)
Parallel Port • TV-Out (NTSC/PAL) • Plastic Skin Protector • LCD Displays: 15", 17",
18" and 19" (touch screen available) • Wireless 802.11b/g available

Runs all Microsoft® Windows® 98/2000/XP/NT operating systems.

U.S. Patent Pending. © 2004, Cybernet Manufacturing, Inc. All rights reserved. The Cybernet logo and Zero-Footprint-PC are trademarks of Cybernet Manufacturing, Inc. Intel, Intel Inside, Pentium, Celeron are trademarks, or registered trademarks of Intel Corporation, or its subsidiaries in the United States and other countries. All other registered trademarks are property of their respective owners. Prices and specifications are subject to change without notice. All prices are excluding tax and shipping. *Monitor not included.

How does your rack really stack up?

Take the APC Rack Challenge and find out how the New NetShelter® VX outperforms your brand.

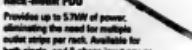
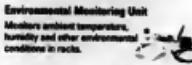
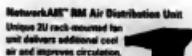
Whether you are consolidating servers, relocating your data center, or centralizing distributed networks, selecting the right breed of enclosure is crucial to successful implementation. Take the APC Rack Challenge today to make sure your facts and your racks really stack up.

THE APC BACK CHALLENGE

Name:	Title:		
Company:	Phone:		
How many racks do you currently have installed?			
Features to expect in today's IT rack enclosures	Westinghouse® VZ VERSATILE™ rack panel	Competing Rack 10000 Series (GRC1000-821)	The rack I've had
Integrated rear power distribution chassis that provide rear-U, rearless rear access, and rear- mounted, and switchable rack-mount power distribution units.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="radio"/>
Integrated rear cable management chassis that allow efficient cable routing and provide accessible table containment.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="radio"/>
Available with selectable cooling options to support heat densities up to 7.5BTU's.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="radio"/>
Exceeds major server requirements for fixed direct cooling.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="radio"/>
Meets or exceeds vendor requirements for all major servers.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="radio"/>
Individually compatible Seamlessly integrates into APC's modular, manageable, pre-engineered data center architectures.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="radio"/>
Standard rear rack configuration designed to accommodate third party servers and networking devices.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="radio"/>
5-year warranty	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="radio"/>
"Like a Glove"™ every rack guarantees that all IT equipment will fit in the rack.		<input checked="" type="checkbox"/>	<input type="radio"/>
Compare! Savings of almost 40%	\$1000	\$1350*	3



Designed specifically for the cabling, cooling and security demands of today's IT environments, the NetShelter® VX is a complete infrastructure compatible with a full range of integrated APC components. Vendor-neutral, all you need to add are the source of your data.



九章 (中華書局影印本)

By Fax:

1) Fill in your business information, indicate your rack brand of choice and check off the applicable fields.

2) Fax the completed Rack Challenge to the following number:

Call 404.766.7162



Be one of the first 100 respondents and receive a FREE "I took the APC Rock Challenge" T-shirt!

Yes!
I took the
APC RACK
CHALLENGE

*Based on APC Internal Research and testing. **See link on
preliminary page for terms and conditions. †Source of
average pricing: www.NPTE.com. Prices may vary at change
from time to time. Not applicable to other APC or models.

APC
Legendary Reliability



Life at Lilly

real people doing extraordinary things

Lilly is about breakthrough medicines and treatments to confront many of the world's most challenging diseases. It's only through our diverse workforce that we are empowered to discover innovative solutions that help improve lives. The varied perspectives, experiences, and training of our employees fuel the creativity and energy that drive our company. You will find an exceptionally diverse group of people at Lilly who are respected for who they are, what they do, their differences, and similarities.

We invite you to learn more about Lilly's challenging and rewarding IT careers in the following areas:

- Marketing
- Research & Development
- Finance
- Clinical/Regulatory
- Infrastructure
- Manufacturing
- SAP

For more information on these and other opportunities or to apply online, please visit www.lilly.com/careers.

Eli Lilly and Company is an equal opportunity employer.

www.lilly.com/careers

Lilly

Answers That Matter.

Software Engineer/Developer: Database Architect wanted by MDSoft, Inc. Candidates must have minimum BS with 5-yr experience in IT field including experience in data warehouse design, ETL development, using Asterix database. Please contact mdsoft@com 609-544-0000

KAM Software is looking for experienced system analysts, software engineers, and IT professionals. Both entry & experienced levels needed. Some positions require travel. Skills in C/C++, VB, Java, Oracle, SAP, SQL, are plus. Please send resumes to Recruit@KAMSoftware.com EOE

CCP Infrastr. Sys & Management
looking for
IT Consultants to develop
internal applications using Oracle
DBMS data warehouse using
Oracle report & dimension 3rd
DBMS plus exp of Oracle 10/11/12
DBMS, PL/SQL, JavaScript
Contact: tal_han@zbox.com
No calls. EOE

Material Management Analyst
Required by Banco Itaú S.A.
of NHC Corp to handle management
of import & vendor relations
and track inventory. Duties include
sourcing activities. Must have
minimum bachelor in manage-
ment with experience. Please
apply at tal_han@zbox.com
No calls. EOE

Software Engineer to design, develop, maintain and support COAD Java XML, JBoss Seam, Spring, HTML, JDBC, EJB, JFC, JMS, beans, CORBA, Weblogic, Rutherford etc. perform requirement analysis, implementation, documentation and maintenance on distributed application, provides training and user support for users, establishes new health & thermoelectronics performance measurement, planning and scheduling, Recovery, R&D of test equipment, design, design review, design analysis in Cmos/Infrared systems/Engg any branch & 1 year in IT. Come, salary fit, have interview. Send Resumes to: HR, Ootai Soft. Inc., 31100 Amritsar, Expiry Date: 20th, Jan, 2008, CA 85116.

Software Engineer/Programmer Analysts for consulting co in Skillman, NJ. Must have Bach degree in Comp. Sci/Comp. Eng or related field & 1-3 yrs exp. Send resume to: Optimal Solutions, 3 Richmond Drive, Skillman, NJ 08818

In Software Engineer Entry-level position to assist Sr. Software Engg in developing projects for mobile/kiosk/pc/prod & website using Assembly language, C/C++, VB, ASP & Networks. Communication with Windows/Linux platforms. Req'd B.Sc in Comp Engg as a related field. No exp req'd but must demonstrate ability to perform job through either course work or project involving Assembly language, C/C++ & Networks. Communication skills required. Reports to Manager to Engg Director Kognitiv Technologies 144613 in Bell Tentacle, Lekhota, KS 66213.

Software Developer III to perform small scale system or subsystem design. IS in Comp. Sci. Eng. or MIS or rel field. 3 yrs exp wr C, C++, VB, Java. Part on Windows & UNIX. Exp w/Palm OS, Oracle Reports Builder, Oracle (IDS), and LoadRunner reqd. Resumes to: Margo Massey, 2810 North Dodge St. Iowa City, IA 52245.

**Oracle Applications
Database Administration**
Install, Maintain, Upgrade and
Tune Oracle Applications 11i
Min. Edu: Bachelor's degree
or equiv. Some positions re-
quire Master's degree or equiv.
Min. Exp: Adequate industry
experience. Jobs may involve
working at various locations
throughout the US

Please send resume to:
Selective Systems, Inc.
3333 W. Warner Rd.
Suite 200
Littleton, CO 80232

Systems Software Engineer
5a 45mhz Pentium
Net support & install LAN/WAN
Inwards data communication
systems servers 8 workstations
recommend which hardware
choose platform interface or
hardware
TCP/IP Ethernet VLB ISA
Win95 2 years in ps
as IT profil using above components
skills need: Masters or
in Comp. Eng. into System
Electrical Engineering or
field of Engg. need: Masters
Bachelor in specific
area 4 years
prof. experience: Recent
Software Decisions Group,
235 Denmark Way Atherton
CA 94022

SENIOR SOFTWARE ENGINEER to design, develop, test and support Computer System logic software. Analyze and design software for real-time, off-line, software solutions in Enterprise Resource Planning, related software using SQL, UNIX, C, C++, COBOL, and MS Access skills. Requires Masters degree in an Engineering discipline, Business or closely related with 2 years of experience in offered or as a system architect. Experience in UNIX environment. Salary offered \$72,000/yr. 40 hours/week, 8 a.m. to 5 p.m. Submit resume to 5th Grade Systems Technologies Inc., 17440 Dallas Parkway, Suite 207, Dallas 75251.

Data Communication Analyst needed for law firm. 4 years experience in data or B.S. in Systems Engineering (Computer Science). Please send resume to: contactcasablanca@casablanca.com Attn: Human Resources Casablanca & Associates P.A., 444 Brick Ave., 516, Miami, Florida 33131.

Methas Corporation has multiple openings for the following positions at its offices in New York, NY, Minneapolis, Houston, TX and unannounced client sites throughout the U.S.
Programmer Analyst, Software Engineer, Project Manager, Management Analyst, Sales Engineer, Business Development Manager, Finance Manager. Please send resume, salary history and position applied for to: 100 Park Avenue, Suite 5003, New York, NY 10016. Attn: H.R. Manager.

IT BUSINESS CONSULTANT-manage all info systems & tech related business needs for predominantly Spanish speaking clients. B.S. Computer Sci or equiv. + 2 yr in job in info systems & fluent Spanish reqd. Proficiency in Windows NT, Microsoft applications & Lotus Notes. B. Domino platform. App to World Business Consultants Inc. 1991 Hiddenden Ln., Suwanee, Ga. 30024.

Prog Analyst needed to analyze design implement and test proprietary software application in Java, Borland C/C++, MS SQL, ASP, ActiveX, HTML, VB. Ability to design and develop conversant interface processes behavior proprietary software across LAN/WAN, B.IX, Bloomberg, DDE, Server, Forms, Applications. P/M Link is necessary. Some resumes to Watchdog Asset Management, 74 Bldg, Hwy Merrimack, NH 03054.

Software Engineer: Inter-Continental Hotels Group is seeking qualified applicants for positions at the company's North American headquarters in Atlanta. Develop new revenue management applications for use in multi-property environment. Requires relevant degree and experience with revenue management systems for hospitality/industry. Apply to: French Taylor, Six Continents Hotels Inc., Three Ravinia Drive, Suite 190, Atlanta, Georgia 30306.

Introducing
Overload!
Take a break at
itcareers.com
and take the
hassle out of job
searching!

IT Education & Training Directory

To place your ad please call 800-762-2977

IPexpert, Inc.
(866) 225-8064
www.ipexpert.com
CCIE (R/S, SEC, and C/S), CCNP
CCNP, CCNA, IP Telephony

CBT Nuggets
(888) 507-6283 & (541) 284-5522
www.cbt Nuggets.com
Affordable training videos on CD
MCSE, MCDBA, MCSD, CCNA,
Cisco Linux, A+, Net+,

McWi-Fi

IT SEEMS LIKE A SIMPLE ENOUGH DEAL: Last week, fast food chain McDonald's announced it's having 6,000 of its U.S. outlets set up for Wi-Fi access (see story, page 12). The new hot spots will let McDonald's customers link up to the Internet while they chow down, for a mere \$2.95 per hour. There's nothing really new about that — lots of Starbucks coffee joints and a few Schlotzsky's delis already offer Wi-Fi. And their food's better, too.

The subtle difference at McDonald's? Even though a third party — Wayport Inc. — will install and run the Wi-Fi network, McDonald's will use the same network for its own cashless payment system.

In other words, instead of paying for 6,000 pricey wireless IT projects to support cashless payment, McDonald's plans to get someone else to do the work — and get them to pay for the privilege.

Now that's ROI.

In effect, McDonald's has cleverly turned outsourcing inside out. Instead of McDonald's paying Wayport to run its wireless networks, Wayport pays for the equipment, installs it and runs it. Then Wayport charges McDonald's customers who use the Wi-Fi network, and it splits the take with Mackey D's.

And McDonald's gives up a little piece of that revenue stream for the right to use a little piece of the wireless bandwidth for its cashless payment system.

Everybody comes out ahead. Wayport gets thousands of prime locations for its service. McDonald's offloads the work of installing and securing wireless networks and turns a cost center into a revenue stream. Customers get to check e-mail or download MP3s and pay when they Happy Meals arrive.

And the rest of us? We get a new way of looking at Wi-Fi.

For the past few years, we've been fighting Wi-Fi. Let's face it, most corporate IT people wish Wi-Fi had never been invented. We wish those cheap wireless access points cost \$50,000 each, so users wouldn't buy them, sneak them in and connect them to our networks. We wish we didn't have to hunt down those unauthorized access points and fight with users to remove them.

And if we've actually adopted Wi-Fi for some applications, we still wish we didn't have to worry about Wi-Fi security, Wi-Fi compatibility

and the fact that it's so hard to limit Wi-Fi's range. It's costly, time-consuming and a big pain — all because we want to keep outsiders off our Wi-Fi networks, just as we want to keep them off our wired networks.

Now, let's say we turn that mind-set inside out, using the McDonald's model.

Suppose that instead of fighting Wi-Fi, you got paid by a Wi-Fi provider that ran a Wi-Fi network for you. What would happen then? That provider would get the hassles of buying equipment and positioning antennas and securing everything.

Your employees could use Wi-Fi through a virtual private network as part of the deal. That would wipe out any reason for them to sneak in their own cheap Wi-Fi access points — they'd be getting better equipment for free.

And instead of trying to limit the Wi-Fi hot spot's range or hide it from outsiders, you'd want everyone to know about it. Why? Because every time an outsider accessed your Wi-Fi network, you'd make money.

A pipe dream? Maybe, maybe not. True,

Wi-Fi users wish hot spots were everywhere. But not every location would be profitable enough to a Wi-Fi provider to be worth the trouble. Whether you could find a Wi-Fi provider to foot the bill, or even split the cost, depends on the market, demand and location, location, location.

But you'll never know what's possible until you start thinking creatively about Wi-Fi. And you've already got a bumper-flipping clown as an example of how to turn Wi-Fi problems inside out. **© 46220**



MEET THE AUTHOR: Computerworld's senior news columnist, has covered IT for more than 20 years. Contact him at msippey@computerworld.com.

Showing Off Like It's 1999

This internal audit director likes to impress everyone with his knowledge, says pilot fish who works with the guy. So at a VP-level meeting to discuss the ramifications of the Sarbanes-Oxley Act, the audit director decides to show off. "All of this Sarbanes-Oxley work reminds me of Y2K," he says. "When was that again?"

Dead Wrong

Let's one night in the late 1980s, this mainframe operator pilot fish needs to call a programmer to solve a batch-job problem. "The online call list was notorious for being out of date," says fish. So he calls and asks by name for the programmer at the top of the list. "After a long pause, the woman said the programmer was dead," says stunned fish. "I responded that I was sorry and would call the secondary programmer, and hung up. Needless to say, the next day our VP called the VP in programming to get their call lists up to date."

Unclear on The Concept

It's the late 1970s, and this data center uses punch cards for sending information between job steps. "A customer requested changes that required more information to be passed between job steps than can be passed on a single card," says analysis pilot fish. "I told him there would be additional changes to the programs in allow for multi-card processing, and that meant additional charges. He said, 'Can't you just use the same card and punch them on the back?'"

FEED THE SHARK Send your true tale of IT to shark@computerworld.com. You might get a crazy Shark shirt if we use it. And check out the daily feed, browse the Sharks and sign up for Shark home-delivery at computerworld.com/shark/.



Very Clear On the Concept
This IT shop gets a mandate in the mid-1990s to improve computer room security. The proposal: Add security cameras and a turnstile to discourage tailgating when an employee uses his badge to unlock the door. But when the architect hears the idea, he walks pilot fish to an empty section of hallway — and with one hard kick, leaves a hole all the way into the data center. "First, we covered the wall with metal reinforcement," says fish. "Then we returned to the subject of the turnstile."

Plan? What Plan?

The plan: As of next Monday, all users' default passwords will be last names plus the last four digits of their Social Security number. "E-mails are dispatched corporate-wide noting the upcoming change and the password to expect," says help desk pilot fish. The reality: On Monday, the new passwords don't work. As the help desk is flooded with calls, late-arriving PC techs make an adjustment. "That password somehow was too time-consuming, so we just made everyone's password *password*..."

FRANK HAYES ■ FRANKLY SPEAKING

McWi-Fi

IT SEEMS LIKE A SIMPLE ENOUGH DEAL: Last week, fast food chain McDonald's announced it's having 6,000 of its U.S. outlets set up for Wi-Fi access (see story, page 12). The new hot spots will let McDonald's customers link up to the Internet while they chow down, for a mere \$2.95 per hour. There's nothing really new about that — lots of Starbucks coffee joints and a few Schlotzsky's delis already offer Wi-Fi. And their food's better, too.

The subtle difference at McDonald's? Even though a third party — Wayport Inc. — will install and run the Wi-Fi network, McDonald's will use the same network for its own cashless payment system.

In other words, instead of paying for 6,000 pricey wireless IT projects to support cashless payment, McDonald's plans to get someone else to do the work — and get them to pay for the privilege.

Now that's ROI.

In effect, McDonald's has cleverly turned outsourcing inside out. Instead of McDonald's paying Wayport to run its wireless networks, Wayport pays for the equipment, installs it and runs it. Then Wayport charges McDonald's customers who use the Wi-Fi network, and it splits the take with Mickey D's.

And McDonald's gives up a little piece of that revenue stream for the right to use a little piece of the wireless bandwidth for its cashless payment system.

Everybody comes out ahead. Wayport gets thousands of prime locations for its service. McDonald's offloads the work of installing and securing wireless networks and turns a cost center into a revenue stream. Customers get to check e-mail or download MP3s and pay when their Happy Meals arrive.

And the rest of us? We get a new way of looking at Wi-Fi.

For the past few years, we've been fighting Wi-Fi. Let's face it, most corporate IT people wish Wi-Fi had never been invented. We wish those cheap wireless access points cost \$50,000 each, so users wouldn't buy them, sneak them in and connect them to our networks. We wish we didn't have to hunt down those unauthorized access points and fight with users to remove them.

And if we've actually adopted Wi-Fi for some applications, we still wish we didn't have to worry about Wi-Fi security, Wi-Fi compatibility

and the fact that it's so hard to limit Wi-Fi's range. It's costly, time-consuming and a big pain — all because we want to keep outsiders off our Wi-Fi networks, just as we want to keep them off our wired networks.

Now, let's say we turn that mind-set inside out, using the McDonald's model.

Suppose that instead of fighting Wi-Fi, you got paid by a Wi-Fi provider that ran a Wi-Fi network for you. What would happen then? That provider would get the hassles of buying equipment and positioning antennas and securing everything.

Your employees could use Wi-Fi through a virtual private network as part of the deal. That would wipe out any reason for them to sneak in their own cheap Wi-Fi access points — they'd be getting better equipment for free.

And instead of trying to limit the Wi-Fi hot spot's range or hide it from outsiders, you'd want everyone to know about it. Why? Because every time an outsider accessed your Wi-Fi network, you'd make money.

A pipe dream? Maybe, maybe not. True,

Wi-Fi users wish hot spots were everywhere. But not every location would be profitable enough to a Wi-Fi provider to be worth the trouble. Whether you could find a Wi-Fi provider to foot the bill, or even split the cost, depends on the market, demand and location, location, location.

But you'll never know what's possible until you start thinking creatively about Wi-Fi. And you've already got a burger-flipping clown as an example of how to turn Wi-Fi problems inside out. © 46220





RELIANT

NOW
SHOWING
WITH
DLTSAGE

SDLT 600
SDLT 320

DLT VS160
DLT VS80

SEE A BLOCKBUSTER IN BACKUP PERFORMANCE - THE SDLT 600!

If you're looking for a hit, look no further than the SDLT 600. With a thrilling 600 GB capacity* and 72 MB/s* transfer rate, it's the fastest tape drive in the market. The SDLT 600 debuts with DLTTMSage[™] to give you the ultimate manageability and reliability. Your ticket to enterprise automation, the SDLT 600 is backward compatible to the SDLT 320 and the DLT VS160. Get a sneak preview of this new drive and register to WIN one of your own at DLTtape.com today! Options are a Beautiful Thing.[™]



IBM Express Middleware: Designed and developed for midsize companies.

(IBM muscle for less moolah.)



MIDDLEWARE IS POWERFUL IBM SOFTWARE. The kind of software that makes your applications work better to solve your business problems. It's an answer. It's IBM DB2[®] Lotus[®] Tivoli[®] and WebSphere[®] And in the form of the IBM Middleware Express Portfolio, it's now more accessible than ever for midsize businesses.

The IBM Middleware Express Portfolio is engineered to work with your existing business applications whether they run on Windows[®] Linux[®] or UNIX[®] It's engineered to be deployed by those without computer science degrees. It's priced to put a smile on Accounting's face. It's nimble. Quick. Flexible.

Your technology will work harder to meet the demands of your customers, your business goals and your industry's needs. It makes your business more responsive to the untrescereen. Of course, all of this is easy to implement, easy to install, simple to maintain. You need to learn more. To find an IBM Business Partner in your area, visit ibm.com/software/express.

IBM

© 1997 IBM. All rights reserved. IBM, the IBM logo, DB2, Lotus, Tivoli, and WebSphere are registered trademarks of IBM Corporation. All other products and services may be trademarks of their respective companies. IBM is an equal opportunity employer.